

2010 Public Health Reentry Toolkit

A Resource Guide for those
Reentering San Diego County



County of San Diego
Health & Human Services Agency, Public Health Services

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A collaborative product of the San Diego Reentry Roundtable, San Diego Area Congregations for Change, County of San Diego Probation Department, and the County of San Diego Health and Human Services Agency, Public Health Services.

THE SAN DIEGO

Reentry Roundtable



RON ROBERTS
Supervisor, Fourth District



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This Toolkit is designed to assist and support service providers in connecting ex-offenders and their families to public health, medical and other resources available for a successful transition back into San Diego County's communities and neighborhoods. The information that is included in the Toolkit has been selected to assist and provide overall health and self-sufficiency during this transitional period.

This Toolkit and an accompanying reentrant brochure are also available online for download at <http://www.sdreentrytoolkit.org>.

The Toolkit and brochure are products of the dedicated work and cooperation of my office, the County of San Diego Health and Human Services Agency Public Health Services, the County of San Diego Probation Department, the San Diego Area Congregations for Change, the San Diego Reentry Roundtable and many others who work to ensure the good health and welfare of reentrants.

It is my hope that this Toolkit proves to be a great benefit to our community.

Sincerely,

RON ROBERTS
County Supervisor, Fourth District
San Diego County Board of Supervisors

HOW TO USE THIS TOOLKIT

Here's how you can use it to find the help and information you need...

1. Turn to the **Table of Contents** and you will find a list of sections. One section after the Introduction is called **Hotlines**. These are phone numbers that put you in contact with the various programs and services that may be able to help you. (Many of these hotlines and emergency phone numbers are repeated in the various sections.)
2. One important and easy-to-remember number is **211**, a toll-free referral hotline which helps people who need health and social services.
3. **211 is open 24 hours a day, 7 days a week.** When you call, you will talk with a trained operator who can help you find the services you need that are nearest to you. **If you're not sure which number to call, start by calling 211!**
4. Use the **Table of Contents** to find the section with the services or programs you need or want to find out about. For instance, if you need a dentist, turn to the **Dental Health** section. It will explain what programs or services are available to help you find a dentist or dental clinic at low cost, and where to start looking.
5. Towards the back of the **Toolkit** you will find additional resources and forms. This contains information you will find helpful, such as lists of **County Public Health Centers** (p. 75), **County Family Resource Centers** (p. 77), and **Alcohol and Drug Services Locations** (p. 81).

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TRANSITION TIPS

Reentry can be both exciting and frustrating! Your attitude towards your release from prison should be a simple matter of getting resettled, resuming routines, and reestablishing your relationships; but reality proves there is much more to it than that. Here is a list of tips to consider that can help you go through the transition process:

1. Mentally prepare for the adjustment process. Be prepared for anything!
2. Give yourself permission to ease into the transition. Allow yourself time to acclimate to the new environment.
3. Give yourself time. You'll need time to relax and reflect upon what is going on around you, how you are reacting to it, and what you might like to change.
4. Understand that the familiar will seem different. You have changed; home has changed. You will see familiar people, places, and behaviors from new perspectives.
5. Expect to do some 'cultural catching up'. Clothes, trends, language, and more have changed, too!
6. Reserve judgments. Reserve all judgments of others, but especially negative judgments; just as you would like to have others reserve judgments of you. Resist the impulse to make snap decisions.
7. Expect mood swings. It is entirely possible for you to feel ecstatic one moment and completely defeated a short time later. It's okay; it is a part of the process.
8. Allow sufficient time for reflection and self-analysis. Your most valid and valuable analysis of an event is likely to take place after allowing time for reflection.
9. Respond to inquiries thoughtfully and carefully. Prepare to greet surprise questions with a calm, thoughtful approach. If you find yourself being overly defensive or aggressive, take a deep breath and relax.
10. Seek support networks. Don't isolate yourself!

To prepare yourself for upcoming challenges, it is safe to expect the following:

- You will have to prove yourself (over and over and over).
- People will make many assumptions about who you are now.
- You will be different than when you left; your family and friends will be different, too!
- People will expect things from you, especially a plan for your life.
- The way you'd hoped things would be will be different from the way they are.
- You will feel 'down' or depressed after the initial return 'honeymoon' period.

Source: FairShake Reentry Resource Center (<http://www.fairshake.net>)

HOTLINES

SERVICES AND REFERRALS

211

EMERGENCIES ONLY

911

211 can be used to find information and referrals for just about all health and social services, except for life-threatening emergencies, such as crimes in progress, fires and medical emergencies.

For those, ALWAYS call 911!

ADULT ABUSE HOTLINE

619-476-6266

BEHAVIORAL HEALTH ACCESS AND CRISIS LINE (MENTAL HEALTH, ALCOHOL, AND DRUG ISSUES)

1-800-479-3339

CALIFORNIA POISON CONTROL SYSTEM - SAN DIEGO DIVISION

1-800-222-1222

CALIFORNIA SMOKERS' HELPLINE

1-800-NO-BUTTS (1-800-662-8887)

CHILD ABUSE HOTLINE

858-560-2191

COUNTY HIV COUNSELING AND TESTING

619-296-2120

COUNTY MENTAL HEALTH EMERGENCY SCREENING UNIT

619-421-6900

SAN DIEGO COUNTY DOMESTIC VIOLENCE HOTLINE

1-888-DVLINKS (1-888-385-4657)

SUICIDE PREVENTION NATIONAL SUICIDE PREVENTION HOTLINE

1-800-273-TALK (1-800-273-8255)

TOP 10 THINGS YOU CAN DO TO BE HEALTHY

1

Have a medical home and a regular doctor

2

Get screened for cancer

3

Prevent heart disease and stroke

4

Take care of your sexual health

5

Get the vaccines you need (shots)

6

Have a healthy baby - Get prenatal care

7

Exercise regularly

8

Eat a healthy diet (Maintain a healthy weight)

9

Check for and limit exposure to lead

10

Get help for depression

TOP 10 THINGS YOU CAN DO FOR A SUCCESSFUL REENTRY INTO THE COMMUNITY

1. Find safe and stable housing.
2. Find stable source of food.
3. Figure out and get transportation.
4. Get important documents: birth certificate, social security card, California ID card (or driver's license).
5. Call 2-1-1 to see if you qualify for medical coverage and food stamp assistance.
6. Go to a career center for resume and job resources.
7. Clear up child support and legal issues.
8. Take care of medical needs including: prescription refill, dental, vision (eye glasses), physical examination, and HIV/STD/Hepatitis testing and treatment.
9. Attend community support meetings (AA, NA and/or local faith-based organizations).
10. Build a positive support system of friends, families, other helpful people. Get social support through a program for reentrants.

HEALTH & LIVING SERVICES

Here you will find listings of public health, medical, and basic living services that are available to help you thrive. This section provides health and medical services for children, adolescents, and adults as well as social services such as housing and transportation information. The resources are listed and grouped together by type of health services and by age group.

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ADULT ABUSE (OLDER DEPENDENT ADULTS AND DOMESTIC VIOLENCE)

What Is This And Why Do I Need It?

There are different types of abuse: physical, emotional and verbal. There are different types of victims: Adults, Children and the Elderly. There is also Domestic Violence, which can feature one or more types of abuse and one or more types of victims. Help is available through the County at low or no cost to those who need it.

How Do I Report Elder/Dependent Adult Abuse/Domestic Violence or Get Help?

To report abuse of older adults or adults who depend on other people for their care, please call **1-800-510-2020 24 hours a day, 7 days a week.**

For (non-emergency) information about elder and dependent abuse, you can call **1-800-510-2020** weekdays during business hours.

To report Domestic Violence (where one domestic partner is hurt by the other partner) and receive help and information, call 1-888-385-4657, 24 hours a day, 7 days a week.

For (non-emergency) information about violence prevention, you can call **858-581-5800** weekdays during business hours.

On the Web, visit: http://www.sdcounty.ca.gov/hhsa/programs/phs/office_violence_prevention/domestic_violence.html

Where Is Help Available And What Are The Hours?

There are many locations where these services are available - to find out where to go, call one of the numbers listed above.

You can report abuse anytime by telephone (see phone numbers above). How quickly someone will respond will depend on how serious the situation is.

The Family Justice Center is the most comprehensive “one-stop shop” in the nation for victims of family violence and their children. Victims of domestic violence may now come to one location to talk to an advocate, obtain a restraining order, plan for their safety, talk to a police officer, meet with a prosecutor, receive medical assistance, receive counseling and shelter services.

CHILD ABUSE

What Is This?

Children are vulnerable to experience physical, emotional and verbal abuse. However, **help is available through the County at low or no cost to those who need it.**

Why Do I Need It?

Abuse can happen anywhere, at any time, to anyone. It can cause all sorts of other problems, like drug abuse, depression and violence. But it can be hard and expensive to get help. That's why the County and other organizations offer help to the victim.

How Do I Report Child Abuse or Get Help?

To report Child Abuse, call 1-800-344-6000 (the State Child Abuse Hotline), 24 hours a day, 7 days a week. If you need to call to report child abuse in progress, call 911 or your local police department in order to get officers to the scene as soon as possible.

For (non-emergency) information about Child Welfare Services you can call **858-694-5191** weekdays during business hours.

On the Web, visit: http://www.sdcounty.ca.gov/hhsa/programs/cs/child_welfare_services/index.html

Where Is Help Available?

There are many locations where these services are available - to find out where to go, call one of the phone numbers listed above.

What Are The Hours I Can Get Help?

You can report abuse anytime by telephone. How quickly someone will respond will depend on how serious the situation is.

SOBER LIVING

What Is This And Why Do I Need It?

Sober living environments are primarily meant to provide housing for people who have just come out of recovery centers and need a place to live that is structured and supporting for those in recovery. However, it is not required to have come from a recovery center.

Many people, with long histories of addiction, with mental disorders, or without stable or sober housing and family support, are greatly at risk as they transition out of treatment and back into an environment that can lead to relapse. For these people, sober living housing (halfway housing) can be a great alternative.

Do I Qualify To Get It?

Each individual sober living home will have different requirements for the residents, but many will have these typical requirements:

1. No drugs or alcohol.
2. Mandatory AA meeting attendance.
3. Random drug tests.
4. On-time bill payments.
5. General acceptance by peer group at the sober living house.
6. Must be able to take care of themselves fully on a daily basis.
7. Must be active in their own personally-developed recovery program.

How Do I Get It?

Each sober living home has different application and acceptance procedure. Contact the sober living homes of your choice for specifics on how you can benefit from their homes. Call **211** for the sober living environment that best suits your needs.

ADOLESCENT ALCOHOL AND DRUG SERVICES

What Are These?

The County of San Diego Alcohol and Drug Services provides alcohol and drug prevention, treatment and recovery services for adolescents. There are a variety of residential and non-residential treatment services designed for youth, including criminal justice involved youth.

Where Are These Services Available?

You can find a treatment center in a location near you by:

Call the 24-hour Behavioral Health Access and Crisis Line at **1-800-479-3339**, or if needed the hearing impaired TDD line at **619-641-6992**.

Accessing the list of Non-Residential Treatment Services Providers: <http://www.sdads.org>.

Accessing the list of Residential Treatment Services Providers: <http://www.sdads.org>.

A listing of locations can be found under [Adolescent Non-Residential and Residential Services](#) (p. 89) in this toolkit.

SUBSTANCE ABUSE

What Is This?

Alcohol and Drug (or substance abuse) services provide treatment that is intended to help addicted individuals stop compulsive drug seeking and use. Treatment can occur in a variety of settings, in many different forms, and for different lengths of time. Because drug addiction is typically a chronic disorder characterized by occasional relapses, short-term, one-time treatment is usually not sufficient. Treatment can be a long-term process that involves multiple interventions and regular monitoring.

Do I Qualify For These Services?

Each individual Alcohol and Drug service provider has different requirements. Contact the specific provider to find out what documents you need to bring, the cost, and eligibility requirements.

How Much Will It Cost?

The cost for treatment depends on the type of treatment you need. The best way to find out the range of costs for treatment is to call the treatment program for details. Also, remember that the cost of drug addiction and alcoholism, if not treated, can far exceed the cost of treatment.

How Do I Get This Service?

The County of San Diego Alcohol and Drug Services (ADS) provides community-based prevention, treatment, and recovery services. For more information, call the Behavioral Health Access and Crisis Line at **1-800-479-3339**.

Or you can contact a provider under [Alcohol and Drug Services Locations](#) (p. 81). You may also visit ADS on the web at <http://www.sdads.org>.

If you think you or a loved one is in need of assistance with an alcohol or drug addiction, you can call the 24-hour Behavioral Health Access and Crisis line at 1-800-479-3339.

ADULT MENTAL/BEHAVIORAL HEALTH SERVICES

What Are These Services and Why Do I Need Them?

Many people don't realize how serious mental health problems, like severe depression, can be. These problems can affect everything in your life, from your ability to keep a job to your personal relationships and even your physical health and safety. Like many serious health problems, it can be hard and expensive to find help. That's why the County has low-cost services to help people with mental illness.

How Do I Get Them?

If you don't have health insurance, or if you qualify for Medi-Cal (low-cost health insurance), you can get mental health services. A good way to start is to call 1-800-479-3339, which is the Behavioral Health Access and Crisis Line. It is available 24 hours a day, 7 days a week. You can get information about what programs and services are available to help you and your family. You can also call 211, which has information specialists available 24 hours a day, 7 days a week and can help you find what you need.

Where Can I Get Them?

There are five Outpatient Mental Health Centers in the County:

Southeast Mental Health Center

3177 Oceanview Blvd.
San Diego, CA 92113
Open Monday through Friday
(8:00 a.m. to 5:00 p.m.)

North Inland Mental Health, Inc.

125 W. Mission Ave.
Escondido, CA 92025
Open Monday through Friday
(8:00 a.m. to 5:00 p.m.)

North Central Mental Health Center

1250 Morena Blvd., 1st Floor
San Diego, CA 92110
Open Monday, Thursday and Friday
(8:00 a.m. to 5:00 p.m.)
Tuesday and Wednesday
(8:00 a.m. to 7:00 p.m.)

East County Mental Health Clinic

1000 Broadway, Suite 210
El Cajon, CA 92021
Open Monday through Thursday
(8:00 a.m. to 6:00 p.m.)
Friday
(8:00 a.m. to 5:00 p.m.)

North Coastal Mental Health, Inc.

1701 Mission Ave.
Oceanside, CA 92058
Open Monday through Friday
(8:00 a.m. to 5:00 p.m.)

There are other locations that offer other mental health services and help. The staff at the Behavioral Health Access and Crisis Line (**1-800-479-3339**) or at **211** will help you determine what you need and where you need to go.

What Are The Hours?

The Outpatient Mental Health Center hours are listed on the previous page. The Behavioral Health Access and Crisis Line and **211** are available 24 hours a day, 7 days a week.

Emergency mental health services for adults are available 24 hours a day, 7 days a week. Call **1-800-479-3339** or go to:

San Diego Psychiatric Hospital

3853 Rosecrans St.
San Diego, CA 92110
619-692-8200

If a child needs emergency mental health services, call **1-800-479-3339** or go to:

The Emergency Screening Unit

730 Medical Center Court
Chula Vista, CA 91911
Please call in advance: 619-421-6900

Who Do I Contact?

The easiest way is to call one of the phone numbers listed above. On the Web, visit: http://www.sdcounty.ca.gov/hhsa/programs/bhs/mental_health_services_adult_older_adult/index.html.

Conditional Release Program

The Conditional Release Program (CONREP) provides involuntary outpatient treatment to mentally ill adults who are judicially committed offenders and are conditionally released to the community for treatment and supervision.

For more information, contact the Behavioral Health Access and Crisis Line at **1-800-479-3339**.

DEAF MENTAL HEALTH SERVICES/FAMILY JUSTICE CENTER

What Are These Services And Why Do I Need Them?

Deaf and hard-of-hearing people have special needs that others don't. San Diego Deaf Mental Health Services (SDDMHS) provides comprehensive, culturally affirmative mental health services and social work to all deaf and hard of hearing individuals and their family members, regardless of their social or economical condition, living in San Diego County.

How Do I Get These Services?

Call one of the phone numbers below or email info@sddmhs.org.

The website is <http://www.sddmhs.org>.

- Accepts Medi-Cal and those with no insurance.
- Those with private insurance are seen on a limited basis.
- Does not charge any fees.
- Clients are seen at the office but may have a visit at their school site or at home if needed.
- Every staff member is fluent in American Sign Language and Deaf Culture. Diverse staff is able to work with all communication styles. Spanish translation is provided to family members.

Where Is This Service Available?

SDDMHS is an on-site partner with Family Justice Center of San Diego, CA and El Cajon, CA. SDDMHS assists deaf and hard-of-hearing clients access all of the services offered at these sites.

707 Broadway, Second Floor
San Diego, CA 92101

858-410-1067 Voice for hearing callers

619-550-3369 Video Phone (VP) for deaf and hard-of-hearing clients

(Hearing callers, please ask for Sign Mail to leave a message.)

1-866-954-0368 toll-free VP number

(Hearing callers, please ask for Sign Mail to leave a message.)

131 Avocado Ave.

El Cajon, CA 92020 (by appointment)

858-410-1067 Voice for hearing callers

619-550-3369 Video Phone (VP) for deaf and hard-of-hearing clients

(Hearing callers, please ask for Sign Mail to leave a message.)

1-866-954-0368 toll-free VP number

(Hearing callers, please ask for Sign Mail to leave a message.)

CHILD AND ADOLESCENT MENTAL HEALTH SERVICES

What Are These And Why Do I Need Them?

Services for emotionally disturbed youth include assessment; individual, family and group therapy; crisis intervention, medication evaluation, and services for co-occurring disorders.

How Do I Get Help For My Child?

Call the Behavioral Health Access and Crisis Line at **1-800-479-3339**,

or

Connect to the Network of Care for Behavioral Health, a comprehensive web-based resource for individuals, families and agencies concerned with behavioral health on the web, visit: <http://sandiego.networkofcare.org/mh/home/index.cfm>;

or

If your child is suffering from an "Emergency Psychiatric Condition" defined as a condition in which the client, due to a mental disorder, is an imminent danger to self or others or is immediately unable to provide for or utilize food, shelter or clothing, **call 619-421-6900 immediately**. The Emergency Screening Unit provides emergency psychiatric evaluation, crisis stabilization, and brief outpatient counseling to children, adolescents (age 17 and under) and their families in crisis.

These services are located at:

730 Medical Center Court
Chula Vista, CA 91911
619-421-6900
Please call in advance.

What Is The Teen Suicide Prevention Hotline?

The Yellow Ribbon's Crisis line for teens is **1-800-273-TALK (1-800-273-8255)**. The TTY number is **1-800-799-4TTY (4889)**.

How Do I Find Information About Medi-Cal Mental Health Services?

If your child has Medi-Cal, you can find out more information about mental health services by calling the Behavioral Health Access and Crisis Line at **1-800-479-3339**.

Where Can I Find A List Of Children's Mental Health Services Providers?

The Provider Resource Manual has a list of all County operated and contracted programs providing mental health services for children and adolescents, and their families. The

listing includes program names, administrative phone numbers, hours of operation, populations served, services offered, language capabilities, and cultural competencies. To access the manual on the Web, visit: http://www.sdcounty.ca.gov/hhsa/programs/bhs/documents/CMHS_Provider_Resource_Manual_Rev-web_July_09.pdf

Three steps parents can take:

1. Get your child help (a medical or mental health professional).
2. Support your child (listen, avoid undue criticism, remain connected).
3. Become informed (library, local support group, Internet).

Three steps teens can take:

1. Take your friend's actions seriously.
2. Encourage your friend to seek professional help, accompany him/her if necessary.
3. Talk to an adult you trust. Don't be alone in helping your friend.

Tell someone. Tell anyone.

WARNING SIGNS FOR DEPRESSION IN TEENS



1. Feelings of sadness or hopelessness, often accompanied by anxiety.
2. Declining school performance.
3. Loss of pleasure/interest in social and sports activities.
4. Sleeping too little or too much.
5. Changes in weight or appetite.

CHILD AND ADOLESCENT HEALTH SERVICES (OVERVIEW)

What Are These And Why Do I Need Them?

Children of all ages need a solid foundation of good health care to help them grow up to be healthy adults. Good health care includes regular medical, dental, and vision check ups and exams, proper nutrition, and exercise. There are numerous health resources for children of all ages throughout the county. Some of the general health services needed to keep your child and adolescent healthy are: regular health, dental, hearing, and vision exams, immunizations, healthy foods, and exercise.

Where Are These Services Available?

Your personal doctor or a local community health clinic and/or [Public Health Center](#) (p. 75) is a good source for children's health services. Your local [Family Resource Center](#) (p. 77) may also refer you to a medical provider.

GOOD TO KNOW



- Make sure your child's immunizations are up-to-date.
- A health and dental check-up is needed to attend kindergarten/first grade. Your child must have a health and dental check-up before entering the first grade. The health and dental check-up must be done 1 ½ years to 90 days before your child enters the first grade.
- Give your child healthy snacks of fruits and vegetables.
- Be sure your infant, pre-teen, and adolescent is up-to-date with their recommended immunizations.
- Immunizations are required for entry into child care, Kindergarten, 7th grade, and college.
- Make sure kids of all ages get an influenza vaccine annually.

CHILD HEALTH SERVICES - IMMUNIZATIONS

What Is This And Why Do I Need It?

Immunizations (shots) are a lifelong, life-protecting activity. Infants through school age children need immunizations to protect them from vaccine preventable diseases. Also, immunizations are required for entry into child care and school. Immunizing your children is one of the best things you can do to protect them against serious diseases.

What Immunizations Do Babies Need?

Babies need shots at birth, 2, 4, 6, 12, 15, and 18 months of age. It is important that your baby receives all of the recommended immunizations when they are due. Check with your pediatrician to make sure your baby is up to date on all of their vaccines.

What Immunizations Do Pre-Teens And Adolescents Need?

Immunity can diminish over time and your adolescent may be at risk for serious diseases. Pre-teens (11-12 year olds) and Adolescents (13-18 year olds) need several vaccines, including the meningococcal vaccine, a Tdap (tetanus, diphtheria, whooping cough) booster, a second chickenpox shot, and the HPV vaccine series (for girls). Check with your pediatrician to make sure your adolescent is up to date on all of their vaccines.

Where Can I Get Child Immunizations?

You can get low-cost, barrier-free immunizations at a community health clinic and at the regional [Public Health Center](#) (p. 75).

Where Can I Find Out More Information About Immunizations?

You can call the San Diego Immunization Branch at **1-866-358-2966**.

If you have access to the internet visit the San Diego Immunization Branch's Website at <http://www.sdiz.org> for more information about immunizations for all ages.



SAN DIEGO KIDS HEALTH ASSURANCE NETWORK (SD-KHAN)

What Is SD-KHAN And Why Do I Need It?

The San Diego Kids Health Assurance (SD-KHAN) is a free referral service for children's and family health and dental coverage. There are no cost to low-cost health plans available.

Babies through teenagers need regular health, dental and vision check-ups and services to help them stay healthy. Your child needs a primary care doctor and/or dentist to help find problems early and treat them so more serious problems can be prevented later in life. Your child also needs medical care when they are sick, a regular eye exam, hospital care, and prescription medicine.

Can I Use SD-KHAN To Find Medical And Dental Insurance For My Child?

Your child may qualify for free or affordable health and dental coverage if:

- He or she is 0-18 years of age
- He or she has lived in California for the past 6 months
- His or her family are US citizens or qualified legal immigrant status (only required for some programs)

SD-KHAN can link uninsured (without health insurance) families, youth, and children to the following medical care options: Medi-Cal, Expanded Medi-Cal, Healthy Families, Access for Infants and Mothers, and California Children's Services.

How Do I Contact SD-KHAN?

Call **1-800-675-2229 (toll-free)** on weekdays between 8 a.m. and 5 p.m. to find out about applying for health coverage for your child. Or, if you have access to the internet go to <http://www.sdkhan.org>.

Before calling, make sure you have the following information ready to share with SD-KHAN:

- Family size
- Gross monthly income
- Ages of the children
- Family's residency status to determine initial eligibility for various health plans.

Who Else Can Use SD-KHAN?

Pregnant women may use SD-KHAN also.

CHILD WELFARE SERVICES

What Is This And Why Do I Need It?

The County of San Diego Child Welfare Services (CWS) provides child protective services. CWS investigates reports of suspected child abuse and neglect and intervenes with families who do not meet the minimum community standards of health and safety as required by law. CWS also administers the following: Polinsky Children's Center, a 24-hour facility for the temporary emergency shelter of children; San Pasqual Academy, a first-in-the-nation residential education campus for adolescent foster youth; foster care eligibility and licensing; group home placement services for foster youth with emotional and behavioral issues; services to emancipating foster youth; and adoptive home assessments and placements.

How Do I Access These Services?

Call the Main Line for Child Welfare Services at **858-694-5191**, or connect to the County's Child Welfare Services Department on the on the Web, visit: http://www.sdcountry.ca.gov/hhsa/programs/cs/child_welfare_services/

How Do I Report Child Abuse?

You can reach a trained social worker 24 hours a day at the Child Abuse Hotline: **858-560-2191**.

What Services Are Available For Older Youth?

The Independent Living Skills Program is for 16 to 18-year-olds who are in out-of-home placement and are likely to remain there until they can live on their own. Aftercare services are also available to emancipated foster youth up to age 21. Through close interaction with an Independent Living Skills social worker and case manager, foster youth are encouraged to develop skills necessary to be successful in living independently. To contact the Independent Living Skills Program call **1-866-457-4636**.

What Services Are Available For Children in North County?

The Child Assessment Network North (CANN) is a project designed to provide prevention, assessment and intervention services for North County children 0-17 years of age who are in need of protective custody. The goal is to keep these children in North County. CANN is offered at the following North County locations:

Child Welfare Services - North Coastal

1320 Union Plaza Court
Oceanside, CA 92054

Child Welfare Services - North Inland

463 N. Midway Drive
Escondido, CA 92027

ADULT HEALTH SERVICES - IMMUNIZATIONS

What Is This And Why Do I Need It?

Immunizations are not just for kids but rather a lifelong, life-protecting activity. Vaccine preventable diseases are still with us. As adults you may need more vaccines depending on your health status, lifestyle, and recreation or travel activities.

What Immunizations Should I Get And When Should I Get Them?

- **Influenza (flu vaccine)** - Recommended annually (every year) for adults from age 19 and above.
- **Pneumococcal** - 1-2 doses if you have certain chronic diseases such as heart, lung and other health conditions, including asthma.
- **Tetanus, diphtheria, pertussis (Tdap)** - a tetanus diphtheria booster dose is recommended every 10 years.
- **Hepatitis A** - Recommended for travelers to developing countries.
- **Hepatitis B** - Recommended for healthcare workers, persons who come into contact with blood or blood products, and for those with multiple sex partners.
- **Human Papillomavirus (HPV)** - 3-dose series recommended for women age 26 and younger.
- **Measles, Mumps, and Rubella (MMR)** - 1 dose if you were born in 1957 or later. You may need a 2nd dose.
- **Varicella (Chickenpox)** - 1-2 dose(s) recommended if you do not have a reliable history of having had chickenpox or shingles, travel internationally and work with specific high risk populations.
- **Meningococcal (meningitis vaccine)** - 1 dose highly recommended for young adults going to college or military recruits.
- **Zoster** - 1 dose recommended if over the age of 60.

Where Can I Get Immunizations?

You can get immunizations at a community clinic and some immunizations at the regional [Public Health Centers](#) (p. 75) or contact **211**.

Where Can I Find Out More Information?

Visit the San Diego Immunization Branch's Website at <http://www.sdiz.org> for more information about immunizations for all ages.



Be sure you are up-to-date with your recommended vaccines.

HIV/AIDS CARE AND TREATMENT SERVICES

What Is HIV/AIDS Care And Treatment?

There are services throughout San Diego County for people living with HIV/AIDS. These services provide: medical care, treatment and support for people living with HIV/AIDS who are uninsured or underinsured. These services are funded by the Ryan White HIV/AIDS Treatment Modernization Act and administered by the County's HIV, STD and Hepatitis Branch.

What Specific Medical Services Are Provided?

HIV Primary Care: Free quality medical care by HIV specialists at community clinics and UCSD	Medical Specialty Care, including consults, tests and necessary procedures, available with prior authorization.
Dental Care	Mental Health Treatment: Psychological + Psychiatric Services
Substance Abuse Treatment (Outpatient)	Home Health / Home Hospice
Medical Case Management	Early Intervention Services for women, infants, children and minority groups (African American, Asian/Pacific Islanders, Native American, and Latinos)

What Specific Support Services Are Provided?

Housing: Emergency Assistance & Shallow Rent Subsidy (PARS)	Residential Substance Abuse Treatment	Home-Delivered Meals	Transportation: Assisted (van) and Unassisted (passes)
Information & Referral (web-based)	Emergency Financial Assistance	Legal services	Representative Payee

Where Can I Get Care And Treatment If I Have HIV/AIDS?

Call the County of San Diego HIV/AIDS Care and Treatment Services at **619-293-4700**.

Or you can find more information on the Web, visit: http://www.sdcountry.ca.gov/hhsa/programs/phs/hiv_std_hepatitis_branch/hiv_aids_care_and_treatment_services.html.

For information on specific HIV/AIDS care and treatment service providers, please visit: <http://www.211sandiego.org>.

STD TESTING AND TREATMENT

What Are The Services For STD Testing And Treatment?

There are services throughout the county that provide testing and treatment for STDs (sexually transmitted diseases). The County of San Diego's HIV, STD, and Hepatitis Branch provides confidential testing and treatment of sexually transmitted diseases for people 12 and over.

What STD Services Do The County Clinics Provide?

The County STD clinics provide walk-in, no-appointment-needed services, including testing, treatment, vaccinations, lab work, in-stock medicines, and any follow-up visit(s) that you may need within 30 days of your STD exam. The following specific services are provided:

Testing and treatment of STDs	Screening for hepatitis B and C
Hepatitis A and B vaccination based on risk assessment	Confidential HIV testing available with STD examination

Some community health clinics also provide STD testing and treatment. Call **211** or **619-543-4300** (the Council of Community Clinics) to find a clinic near you.

What Is An Express Visit And Can I Get One?

When a patient gets STD tests, STD results, STD treatments, or hepatitis vaccination(s) without getting a physical exam, that is an Express Visit.

An Express Visit may be a good choice for you if want to get your tests, results, treatments, and/or hepatitis vaccination(s) done more quickly.

An Express Visit is **NOT** for you if:

- You have symptoms that may be from an STD, including HIV.
- You are pregnant.
- Someone you had sex with told you they have an STD or HIV.
- A health worker told you that you were exposed to an STD or HIV.
- You are a woman who needs a pelvic examination.

Express Visits are offered at the Rosecrans site only.

How Much Does It Cost For STD Testing And Treatment?

The County STD and Express STD clinics have a fee of \$15. If you cannot pay the fee, it may be waived.

FREE HIV COUNSELING AND TESTING

What Are Free Counseling And HIV Testing Services?

The County's HIV, STD, and Hepatitis Branch, specific County Public Health Centers, and community agencies provide free counseling and testing services for HIV. See [Walk-In HIV Counseling and Testing](#) (p. 32) for clinics providing walk-in services which means you do not have to have an appointment. These sites will make referrals to HIV/AIDS related services if needed.

Why Would I Need This Service?

Anyone of any age, race, sex or sexual orientation can be infected with HIV, but you're at greatest risk of HIV/AIDS if you:

<ul style="list-style-type: none">• Have unprotected sex (without using a new latex, or polyurethane condom every time) with multiple partners. Whether you're heterosexual, homosexual, bisexual, or a man who has sex with men.	<ul style="list-style-type: none">• Have unprotected sex with someone who is HIV-positive.
<ul style="list-style-type: none">• Have another sexually transmitted disease, such as syphilis, herpes, chlamydia, gonorrhea or bacterial vaginosis.	<ul style="list-style-type: none">• Share needles during intravenous drug use.

How Does Free HIV Counseling And Testing Work?

HIV Counseling and Testing Sites are walk-in facilities. No appointments are needed. HIV testing is given anonymously, meaning medical staff will not know the client's name. Clients are given an identification number. Confidential HIV testing is also available. All clinics register as many people as they can serve. When the clinic has reached capacity (the set number that it can serve for the time period) the site will close. The clinics provide testing for syphilis also.

Where Can I Get Walk-In HIV Counseling And Testing?

See [Walk-In HIV Counseling and Testing](#) (p. 32).

1. Arrive early to get HIV Counseling and Testing.
2. Call for an appointment to get an early test: 619-543-8080
3. Rapid testing is available at several locations through out the county.
4. HIV testing is free.

For more information about HIV Planning and Prevention in San Diego County on the Web, visit: <http://www.sdhivprevention.org>

WALK-IN HIV COUNSELING AND TESTING

County HIV, STD, and Hepatitis Branch **San Diego County Health Services Complex**

3851 Rosecrans St.	Monday, Tuesday & Wednesday (7:30 a.m. to 4:30 p.m.)
San Diego, CA 92110	Thursday (10:00 a.m. to 4:00 p.m.)
619-296-2120	Friday (7:30 a.m. to 4:00 p.m.)

Free HIV rapid testing available. Anonymous or confidential free HIV testing is available. On the Web, visit: http://www.sdcountry.ca.gov/hhsa/programs/phs/hiv_std_hepatitis_branch/hiv_counseling_and_testing_services.html

San Diego LGBT Community Center

3909 Centre Street	Anonymous & Confidential HIV Testing
San Diego, CA 92103	Monday & Wednesday (9:00 a.m. to 2:00 p.m.)
619-692-2077	

HIV anonymous or confidential rapid testing available.
On the Web, visit: <http://www.thecentersd.org>

UCSD AVRC (Anti Viral Research Center) *Early Test Center*

220 Dickinson Street.	Tuesday & Thursday (9:00 a.m. to 3:15 p.m.)
Suite A #8208	Friday (9:00 a.m. to 1:45 p.m.)
San Diego, CA 92103	Early testing available on Saturdays once a month. Call for
619-543-8080	more information.

Confidential Early Test (HIV testing one week after exposure) and the anonymous rapid test. An appointment is needed.
On the Web, visit: <https://theearlytest.ucsd.edu>

Central Region Public Health Center

5202 University Ave.	Tuesday (1:00 p.m. to 7:00 p.m.) <i>Rapid Testing Available</i>
San Diego, CA 92105	Friday (10:00 a.m. to 4:00 p.m.)
619-229-5400	

HIV anonymous or confidential rapid testing available.

HIV Mobile Testing Unit

Various sites throughout San Diego County	Call to find out current locations and hours of the HIV mobile testing unit.
619-296-2120	

TUBERCULOSIS (TB) CONTROL

What Is This And Why Do I Need It?

Tuberculosis (TB) is an infectious disease in the lungs that is spread from person to person through the air. TB is spread by talking, coughing, sneezing, or laughing. It usually affects the lungs, but it can also affect other areas of the body such as the brain or spine.

Who Gets TB?

Anyone can get TB but some people are at a higher risk if they are: incarcerated, alcoholics or intravenous drug users, have diabetes, have types of cancers, underweight, infected with HIV, share the same breathing space with someone who has TB disease, or born in a foreign country where a lot of people have TB.

How Are TB Disease And TB Infection Different?

People with TB disease are sick from germs that are active in their bodies and can spread the infection to others. Medicine is given to these people to cure TB. People with TB infection have the germ that causes TB in their bodies. They are not sick and cannot spread TB to others. However, they may develop the disease in the future if medicine is not taken.

What Services Are Available For TB?

There are diagnosis (testing) and treatment services for TB throughout the county. See your doctor for a TB Test (skin or a blood test) if you think you have TB symptoms. TB tests are also available throughout the county at every [Public Health Center](#) (p. 75) and the Rosecrans Health Services Complex location. Chest X-rays, blood tests, other tests, and prescribed medicines (if needed) are available at these sites.

What Is The Cost Of TB Control Services?

Fees for services can be obtained by contacting the clinic that you plan to visit. Fees are based on ability to pay. No one will be denied TB clinic services.

Persons requesting TB clearance solely as a condition of employment or to receive professional licensure or certification are required to pay the full amount for services.

People with TB disease or TB infection who are on Medi-Cal may qualify for TB Cal benefits. To find out more, call **858-514-6885**. Collect calls are accepted.

Who Can I Contact About TB Control Services?

You can call the TB Control Branch at **619-692-5668**. This office is located at Rosecrans Health Services Complex, 3851 Rosecrans Street, San Diego, CA 92110.

You can also access TB Control service information on the Web by visiting:

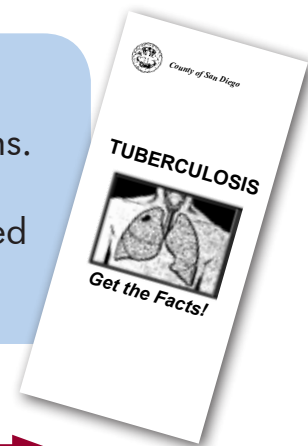
http://www.sdcounty.ca.gov/hhsa/programs/phs/tuberculosis_control_program/clinic_services.html

You can also contact one of the regionally located [Public Health Centers](#) (p. 75) and go there for TB testing and treatment.

Call the TB Control Branch or a public health center before going to check hours of operations.

If you suspect you have TB or have been exposed to TB, get tested soon.

**Download the
TB Facts Brochure →**



CHRONIC DISEASE SERVICES

What Is This And Why Do I Need It?

There are four major chronic diseases that cause 50% of all adult deaths. They are: heart disease/stroke, cancer such as breast and colon, Type 2 diabetes, and respiratory diseases. Three factors cause these diseases: tobacco use, poor nutrition, and lack of physical activity.

How Can You Prevent Chronic Disease?

If you smoke, stop. To get help with quitting, call the California's Smokers Hotline at **1-800-No-Butts (1-800-662-8887)**

Eat well balanced meals and get more physical activity. Contact the San Diego Nutrition Network for more information at <http://www.sdnnonline.org>.

Where Can I Get Services And Resources For Chronic Diseases?

If you have a chronic disease or suspect you may have one, contact your regular doctor to make an appointment for an exam. If you do not have a doctor, make an appointment at one of the community health clinics as soon as possible by contacting **211**. If you have a chronic disease and are currently taking medication, be sure to keep your regular visits with your doctor.

- **Project Dulce** offers culturally appropriate diabetes education and programs throughout the County. You can reach Project Dulce by calling **1-866-791-8154**.
- The **UCSD Medical Center's Stroke Center** has a prevention program. To schedule an appointment call **858-657-8549**; or you can call **1-888-4-STROKE** for more information.
- The **San Diego County Cancer Navigator** (<http://www.cancernavigator.org>) offers numerous resources for the diagnosis and treatment for all cancers. You can call **1-866-324-2628** toll free Monday through Friday 9:00 a.m. to 5:00 p.m.

STROKE WARNING SIGNS

1. Sudden onset of weakness/numbness on one side
2. Sudden speech difficulty or confusion
3. Sudden visual difficulty (one or both eyes)
4. Sudden onset of dizziness, trouble walking, or loss of balance
5. Sudden, severe headache with no known cause



If you experience any of these symptoms, call 911 immediately and the ambulance will take you to the nearest emergency room.

DENTAL CARE SERVICES

What Dental Care Services Are Available?

There are providers throughout San Diego County that provide dental services such as dental exams, sealants, other treatments, and some emergency services for individuals with and without medical/dental insurance.

Why Is Dental Health Important?

Your oral health is connected to many other health conditions beyond your mouth. Sometimes the first sign of a disease shows up in your mouth. In other cases, infections in your mouth, such as gum disease, can cause problems in other areas of your body. Plus, a healthy mouth makes a good impression when applying for employment.

Where Can I Get Dental Insurance?

Contact **211** for information about how to get dental insurance. For children, see the section on [SD-KHAN](#) (p. 26).

What About Other Dental Care Services? How Do I Contact Them?

Information Hotline: **211**

San Diego County Dental Society: **619-275-0244**

Dental and Medical Insurance: **1-800-675-2229**

Share The Care (emergency no-cost dental care for children from 5-18 years old):
619-692-8858

VISION CARE SERVICES

What Are These Services And Why Do I Need Them?

Vision Care Services may include eye exams, treatment of eye diseases, and glasses or contact lenses. It is important to keep your eyes healthy.

For Vision Care Services information, call **211**. The specialists there can help you find low-cost vision care for you and your family.

SENIOR AND DISABLED CARE SERVICES

What Is This?

San Diego County Aging & Independence Services (AIS) provides services for senior adults and people living with disabilities. These include services for older adults, their care givers and their family members; to help keep clients safely in their homes, promote healthy and vital living. These services can also provide food, financial assistance and housing assistance.

Do I Qualify For This Service?

Most services for seniors have an age requirement of 55 years or older.

How Do I Get This Service?

Call AIS at **1-800-510-2020** to get information regarding what older adult or disabled services are available.

Have all your information with you or available before you go in. Information may include, monthly income, social security number, identification, medication you are taking, address and phone number.

Also, be careful who you give your personal information to!

ELDER CARE SERVICES

Arthritis Foundation, San Diego Area Chapter

9089 Clairemont Mesa Blvd., Suite 104
San Diego, CA 92123-1288
858-492-1090

Programs and services include exercise programs, self-help courses, and free adult and children clinics.

Catholic Charities

349 Cedar Street
San Diego, CA 92101
619-231-2828

Foster Grandparents Program: To create an enriching environment for retired seniors to remain active while making an impact on the needs of their communities.

Senior Nutrition: To maintain the health and wellbeing of seniors through a nutritious noontime meal, the opportunity for socialization and other needed services.

Gary & Mary West Senior Wellness Center

1525 Fourth Avenue (at the corner of Beech Street)
San Diego, CA 92101
619-235-6538 Phone
619-269-0887 Fax

Programs and services offered for individuals 60 years of age and above: Meals, health & wellness services and housing assistance. Senior Nutrition Center, serving up to 500 meals a day.

Monday through Friday (7:00 a.m. to 4:00 p.m.), Saturday (8:00 a.m. to 2:00 p.m.), and Sunday (8:00 a.m. to 2:00 p.m.)

Jewish Family Service of San Diego

Turk Family Center
8804 Balboa Avenue
San Diego, CA 92123
Older Adult Access Line: 858-637-3040

Call before you show up. Residential and housing options, meal programs, social programs, counseling and support groups, homemaker and care services, transportation, care management services, and more.

Monday through Thursday (8:30 a.m. to 5:00 p.m.) and Friday (8:30 a.m. to 4:00 p.m.)

Neighborhood Health Care

Older Adult Services
460 N. Elm St.
Escondido, CA 92025
760-520-8200

Older Adult Services specializes in medical care for those 50 years and over.

Latino Senior Peer Program

425 N. Date St.
Escondido, CA 92025
760-520-8323

Latino Senior Peer Program is a support group that meets Friday to decrease isolation of monolingual Latino seniors.

Neighborhood House Association – Senior Service Center

851 South 35th Street
San Diego, CA 92113
619-233-6691
Corner of 35th and Logan

Provides meals, activities, door-to-door services, rehabilitation services, and medication managements.

Monday through Friday
(8:00a.m. to 5:00 p.m.), please call first

San Diego LGBT Community Center

3909 Centre Street
San Diego, CA 92103
619-692-2077
University and Park

50 and Better Together and Senior Services strive to create a safe space where those 50 years and “better” will have access to important resources and referrals regarding health care, social services, and community activities.

Hours of operation vary; please call first.

The Salvation Army – Senior and Social Centers

2320 Fifth Avenue, Suite 302
San Diego, CA 92101
619-231-6000 Main Line
619-516-7024

Call Main Line for location in your area.

Senior Centers provide meals, activities, some housing, emergency housing and deliver meals to homes. They provide other services to all without discrimination.

Monday through Friday
(8:00 a.m. to 4:30 p.m.)

DISABLED CARE SERVICES

Calif. Dept of Rehabilitation - Employment Preparation Services

3502 Kurtz Street
San Diego, CA 92110
619-718-7800

Assist persons with disabilities to return or enter back into the labor market.

McAlister Institute - Signs of Life

3969 Fourth Ave., Suite 203
San Diego, CA 92103
619-692-0441

Adult substance abuse outpatient program serving the deaf, hard-of-hearing, and late-deafened community; also recognize the co-occurring model of treatment.

Department of Rehabilitation

7575 Metropolitan Drive #107
San Diego, CA 92018
619-767-2100

Must have a disability: Assist with employment, job placement, vocational training, counseling & services to families

EMPLOYMENT

Why Is It Important To Find A Job?

A job can help you in several ways. Of course, you need money to pay for a place to live, food, and other bills. But there are other reasons to get a job:

1. **You start establishing a job history.** Which shows you are responsible and are contributing to the community.
2. **It shows you can handle the responsibilities of a job,** which makes you a better prospect for other jobs if or when you decide to look for them.
3. **It makes you feel better about yourself.** You are getting up and going in to work every day; providing for yourself and your family.
4. **Working at a job helps teach you how to get along with other people.**
5. **Having a schedule and responsibilities keeps you busy.** It may help you avoid the people and situations that contributed to the behaviors that got you in trouble before.
6. **You're making important changes in your life.** It shows that you're taking charge of your life and that you are making good choices.

What Are Some Other Important Tips For Finding A Job?

1. **Be realistic.** Know what skills, training and education that you have. You need to find something that fits you and your skill level; if you apply for jobs that you don't have the right skills for you can quickly become discouraged.
2. **Take advantage of education or job training programs** that may be available to you. Government agencies and non-profit organizations provide opportunities for you to get more training or education.
3. **Eliminate jobs that your record will automatically disqualify you for.** Your record may automatically disqualify you for some positions, especially government jobs requiring security clearances, military jobs, positions with insurance companies, banks or jobs working with children.
4. **Research a job thoroughly.** You may not qualify for it, but you don't know for sure without checking it out.
5. **Start small and work your way up.** Build your resume and get good professional references. Work hard in every position; and you can build experience and references that will make your criminal record less important to future employers.
6. **Be honest about your history.** It can be tempting to lie when an application asks if you've been arrested or convicted of a crime. Avoid the temptation: not only is this dishonest, chances are the lie will be discovered. If that happens, you'll almost always be turned down.
7. **Know what to answer on applications.** Some states and counties now prohibit employers from asking about certain offenses, offenses that are over a certain number of years old, or arrests that did not result in a conviction.

8. **Explain your answer if asked about convictions or arrests.** Job applications and interviewers will give you an opportunity to explain the circumstances behind the offense or alleged offense. Take this opportunity if it's offered—it could make the difference between getting the job or being rejected.
9. **Employ yourself.** If you're willing to work extra hard and you have marketable skills or abilities you may be able to make your own opportunities. You could start a yard maintenance business or provide contract computer services to companies, for example.
10. **Consider joining the military.** The military is selective, but depending on the type and number of offenses and the length of time since an offense, you may be able to get a waiver that will allow you to enlist. Consider the risks and benefits of military service.
11. **Follow these steps when applying for a job:** Complete the application, ask questions in the interview, and send thank you letters. You can make a good impression and increase your chances of getting the job.

What Are Some Of The Challenges When Looking For Work?

Before you go out to look for work make sure you take care of these challenges if you have them.

- No updated resume
- No appropriate clothing for job search
- No transportation
- No stable housing
- Substance abuse problems
- Poor interview skills
- Poor job search skills
- Not a high school graduate
- No documentation (ID, Social Security card)

What Documents Are Needed The Most When Applying For Work?

- Birth Certificate (sample at http://www.fairshake.net/tool_employment.html)
- Social Security Card (find out more at <http://www.ssa.gov>)
- Driver's License or other identification (in California, you can get an ID card from Department of Motor Vehicles—<http://www.dmv.ca.gov>—you will need proof of your birth date, that you are not in the US illegally and a Social Security Number)

What Do I Need To Do To Apply For A Job?

You may want to create a worksheet with the following information:

- An inventory of your work history in and out of prison
- A list of your training, skills, limitations, and health issues
- Information you think you will need to fill out employment applications including references and education information.

Who Can Help Me With Job Training And Looking For A Job?

- Your Parole or Probation Officer (P.O.) can be a great resource in your job hunt. Ask him or her about available jobs and job training;
- Classified Ads (in the newspaper or online—the Union-Tribune newspaper’s website is www.signonsandiego.com);
- Calls to employers you want to work for (these are called “cold” calls because the employer does not know you and your call isn’t expected) and ask about open positions.
- Job Assistance and Job Training centers; (ask your P.O., look for them in the telephone directory, or do an online search (Google: www.google.com and Yahoo: www.yahoo.com are two online search sites)
- Craigslist (www.craigslist.com), Monster.com (www.monster.com), and other job search websites



QUICK TIP

Fill out the **Employment History** section on page 104 to use as a resource to aid in filling out job applications and resumes.



EMPLOYMENT SERVICES

All Congregations Together (Clothing Closet)

4970 Market Street
San Diego, CA 92114
619-527-6315

Referrals for Class B driver training.
Career Wardrobe Center (CalWORKs
and Welfare to Work only), Holly Drive
Technology Learning Center, group
mentoring, resource referrals REFERRAL
OFFICE ONLY!

Allied Forces of San Diego (Day Labor)

3011 University Avenue
San Diego, CA 92104
619-294-2332
Office Hours: (6:00 a.m. to 5:00 p.m.)

Need 2 forms of identification i.e. SS card
or birth certificate, jeans, work-boots and
work-shirt.

Alpha Project - Administrative Office - Take Back the Streets

3737 5th Ave #203
San Diego, CA 92103
619-542-1877
Monday through Friday
(9:00 a.m. to 5:00 p.m.)

A program to meet the many needs of
homeless adults seeking a supported
transition into independent employment,
housing, and stability. The program is
designed to provide temporary, part-time
employment within a service-enriched
context allowing program participants to
address and accomplish short- and long-
term personal and career goals while also
earning a wage.

California Department of Rehabilitation (Employment Preparation Services)

499 N. El Camino Real Ste. B100
Encinitas, CA 92024
760-479-1200

Assist persons with disabilities to return/
enter back into the labor market.

California Employment Development Department

1935 East Valley Parkway
Escondido, CA 92027
760-414-3504

1949 Avenida Del Oro, Ste. 106
Oceanside, CA 92056
760-631-6150

Service to parolees, job search preparation,
pre-employment, and job placement.

Parole and Community Services Division (PACT)

765 3rd Avenue, Suite 200
Chula Vista, CA 91910
619-476-3710
Monday through Friday
(8:00 a.m. to 5:00 p.m.)

500 Broadway Ste. C
El Cajon, CA 92021
619-440-1710
Monday through Friday
(5:30 a.m. to 6:00 p.m.)

Service to parolees, job search preparation,
pre-employment and job placement.

Command Staffing and Labor

6545 Balboa Avenue
San Diego, CA 92111

EMPLOYMENT SERVICES (CONT.)

858-627-9431

Monday through Friday
(5:00 a.m. to 5:00 p.m.)

Command Staffing and Labor Parolee Employment Program (PEP)

4080 Centre Street
San Diego, CA 92103
619-543-8500 ext. 8502

Provides job seeking skills and direct placement assistance for parolees from Kurtz Street and Mid-City area.

Employment Development Department (EDD)

765 3rd Avenue 2nd floor
Chula Vista, CA 91910
619-476-3700 ext. 263,
619-266-4203

Pre-release and pre-employment training, job development and job placement.

Labor Ready (Employment Temporary Agency)

Locations throughout San Diego County

San Diego	619-696-9675
	619-276-7364
El Cajon	619-444-7877
Escondido	760-738-8355
Clairemont	858-273-6082
Oceanside	760-433-4980
Chula Vista	619-425-0295
Vista	760-806-9890

Monday through Friday
(5:30 a.m. to 7:00 p.m.)

A temporary agency that provides general day labor that could turn into permanent

employment.

Manpower

2225 Camino del Rio South, Suite E
San Diego, CA 92108
619-293-3606

Monday through Friday
(8:00 a.m. to 12:00 p.m.). For application intake. Until 5:00 p.m. for business hours.

Temporary job that could possibly turn into a permanent position; two-week course 100 days of employment for laid off San Diegans 619-266-4200 South Metro Career Center.

Model X Parolee Service Center

1719 National Avenue
San Diego, CA 92113

Support Services, employment placement, educational assistance, anger management, family reunification, substance abuse counseling and community referrals.

Oceanside Unified School District - Regional Occupational Program (ROP)

2111 Mission Avenue
Oceanside, CA 92058
760-757-2560

Monday through Friday
(9:00 a.m. to 4:00 p.m.)

Career counseling, free assessment and free training.

Palomar College North County Education Opportunity Center

1140 West Mission Rd. Ste-26
San Marcos, CA 92069
760-744-1150

EMPLOYMENT SERVICES (CONT.)

Monday through Thursday
(7:30 a.m. to 5:00 p.m.)

Friday
(7:30 a.m. to 4:00 p.m.)

Provides information and advising to qualified adults who want to enter an adult school, community college or post-secondary institutions.

Palomar College South County Career Center

1111 Bay Boulevard Suite E
Chula Vista, CA 91911
619-628-0300
Monday through Friday
(8:00 a.m. to 5:00 p.m.)

Training and Employment Services.

San Diego Workforce Partnership

East County Career Center
924 E. Main Street
El Cajon, CA 92021
619-590-3900
Monday through Friday
(8:00 a.m. to 5:00 p.m.)

Training and Employment Services.

Metro Career Center
3910 University Avenue
San Diego, CA 92105
619-516-2200
Monday through Friday
(8:00 a.m. to 5:00 p.m.)

Self-directed resource center, provide services, classes on resume writing, educational counseling and a resource room for job hunting. Orientation Tuesdays
(9:00 a.m. to 10:00 a.m.)

South Metro Career Center
4389 Imperial Avenue
San Diego, CA 92113
619-266-4200
Monday through Friday
(8:00 a.m. to 5:00 p.m.)

Training & Employment Services.

Second Chance STRIVE

6145 Imperial Avenue
San Diego, CA 92114
619-234-8888
Monday through Friday
(8:00 a.m. to 5:00 p.m.)

Intensive job readiness training, job placement and affordable housing to men, women and youth who desire to change their lives.

St. Mark's Episcopal Church

4227 Fairmount Avenue
San Diego, CA 92114
619-283-6242
Sundays
(8:00 a.m. & 10:15 a.m.)
Education
(9:00 a.m.)

Housing, job training, resume preparation, interview skills, food assistance, literacy/ language classes, computer classes, prostitution recovery, and deaf ministry.

Trinity House Transitional Housing

744 Otay Lakes Road. #105
Chula Vista, CA 91910
619-397-1202

Provides housing and referrals to life and academic education, employment, training

EMPLOYMENT SERVICES (CONT.)

and career guidance services to women, men and single parents with child in transition.

United African American Ministerial Action Counsel (UAAMAC)

San Diego Center for Reentry Management
995 Gateway Center Way, Suite. 302
San Diego, CA 92102
619-264-1213
Monday through Friday
(9:00 a.m. to 5:00 p.m.)

Open to all ex-offenders in the county. Provide case management, medical & dental referrals, mentoring services, vital documents, employment resource center, literacy intervention program, and job referrals.

Urban Corps of San Diego

3127 Jefferson Street
San Diego, CA 92110
619-235-6884

Vocational training program for youth 18-25 years of age.

Veterans Village of San Diego

Veterans Village Rehab Center
4141 Pacific Highway
San Diego, CA 92110
619-497-0142

Veterans Village
3762 Mission Ave #C
Oceanside, CA 92054

Employment referrals, clothing, etc.



FOOD STAMPS

What Is This Program And Why Do I Need It?

The Food Stamp Program helps provide nutritious food to people who need it but have trouble affording it.

The Food Stamp Program is a federal supplemental nutrition program for families and individuals that meet certain income and asset guidelines. Food stamp benefits help supplement your food budget and allow families to buy nutritious food. You can be working and still qualify for food stamps. If you qualify for food stamps, you can use these benefits to purchase food at most grocery stores, convenience stores and food markets.

You use food stamps through an electronic benefit transfer card (EBT). It works just like an ATM or debit card.

The Food Stamp Program is sometimes called the Supplemental Nutrition Assistance Program (SNAP).

Food today is getting more and more expensive. It's getting harder to afford to put food on the table, especially for a family with children.

How Do I Get Food Stamps?

First, you have to apply and find out if you qualify. You can call the ACCESS Customer Service Center at **1-866-262-9881** or **2-1-1** or e-mail pubassist.HHSA@sdcounty.ca.gov to get an application mailed to you, or you can visit a [Family Resource Center \(FRC\)](#) (p. 77). You should call ACCESS or **2-1-1** to find out which FRC serves your area.

Where Are Food Stamps Available?

See the list of [Family Resource Centers](#) (p. 77).

What Are The Hours I Can Get Food Stamps?

Different FRCs have different hours, but generally, they are open Monday through Friday during business hours (usually 8:00 or 9 a.m. to 4:00 or 5:00 p.m.). When you call ACCESS at **1-866-262-9881**, you can find out the hours of a particular FRC.

You are ineligible to food stamps if you:

- Are being sought by law enforcement for a felony or attempting to commit a felony (fleeing prosecution, custody or confinement);
- Are in violation of a condition of probation or parole, or your parole has been revoked or a warrant has been issued; or
- Have been convicted of a felony that includes possession, use, distribution, transporting, manufacturing, processing, cultivating, harvesting, and/or soliciting a controlled substance.

NUTRITION SERVICES FOR OLDER ADULTS

What Are These And Why Do I Need Them?

Nutrition Services for Older Adults help provide nutritious food to older people who need it but have trouble affording it. Food today is getting more and more expensive. Also, older people may have trouble getting proper amounts of healthy food to eat each day. One of the important parts of good health is nutrition. The County of San Diego Aging & Independence Services provides meals at different centers as well as to people in their homes. These programs are generally for people 60 years and older.

Nutrition Services:

- Senior Dining Centers provide hot, nutritious meals during the week.
- Home-Delivered Meals provide meals to older people who have to stay at home because of illness or disability.
- Brown Bag Program provides surplus food items each month to low-income adults age 60 and older, helping to make their food budgets go farther.
- Meals on the Move (MOM) helps provide meal delivery services on Thanksgiving and Mother's Day, and provides a limited number of breakfast deliveries to the frailest homebound seniors.

How Do I Get These Services?

Call **1-800-510-2020** to find out more about all these services.

Where Are Services Available?

There are several Senior Dining Centers throughout the County. There are phone numbers listed (call to find out more), as well as the zip code areas that each Senior Dining Center serves. For information about all of the services, call **1-800-510-2020**.

What Are The Hours?

The hours depend on each particular service. Call **1-800-510-2020** to find out more.

How Do I Contact Them?

For the Senior Dining Centers, call the Center which serves your zip code area. For all other services, call **1-800-510-2020**. On the Web, visit http://www.sdcountry.ca.gov/hhsa/programs/ais/nutrition_services/index.html.

FOOD BANKS

What Are These And Why Do I Need Them?

Food Banks offer free or low-cost food to people in need.

Food today is getting more and more expensive. It's getting harder to afford to put food on the table, especially for a family with children.

How Do I Use A Food Bank?

Call the San Diego Food Bank at **1-866-350-3663** weekdays to find out if you qualify for free food and more information about the Food Bank's programs to help you. If you need food right away, the Food Bank has 91 places around the County where they distribute emergency food supplies. See [Food Bank Information and Locations](#) (p. 80).

TO SIGN UP FOR EMERGENCY FOOD ASSISTANCE PROGRAM (EFAP):

In order to register, you can visit an EFAP food distribution site in your area. At the distribution site, you must state your household income; give your name and address; and state the number of people living in your household. **You don't need documents like an ID to register for the program.**

New applicants who qualify for the program and need immediate food assistance can visit an **EFAP** "emergency site," sign up for the program and receive an emergency bag of food at the same time.

After signing up, new participants will be entitled to receive food bags from an EFAP distribution site within their zip code on the allocated food distribution day every month. Please note, due to federal restrictions, all food distribution sites will only be able to provide emergency food packages to a household, outside of the set monthly distributions, three times per year. Households who have reached their maximum emergency food allocation for the year should contact the **SDFB** at **1-866-350-3663 (1-866-350-FOOD)**

Applicants who meet the income guidelines will be accepted into the program and will be given the address of their local distribution site based on their household's zip code.

Questions? Call the **Food Bank** at **1-866-350-3663** weekdays.

On the Web, visit <http://www.sandiegofoodbank.org>. After hours and on weekends, call **211** for more information and help.

See [Food Bank Information and Locations](#) (p. 80).

FINANCIAL ASSISTANCE OVERVIEW

What Kinds Of Financial Assistance Are Available And Why Do I Need Them?

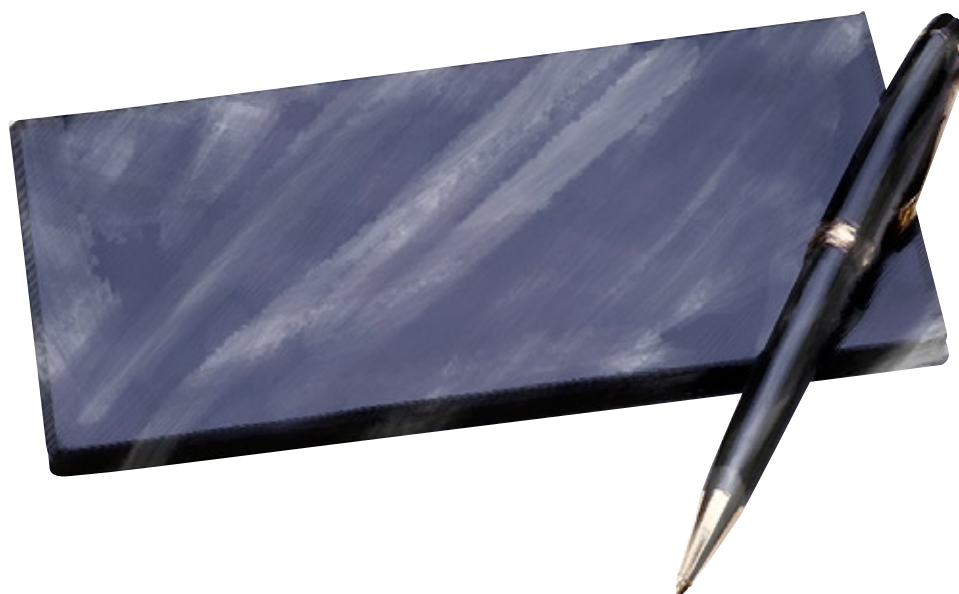
Everyone needs help sometimes. You may not have a job, so money is a problem. How are you going to find a place to stay, get food, and medical care? If you have a family, then these things become even more important. If you are a single parent, you have a right to receive help with your child's expenses from the child's other parent. Help is available through a number of programs: CalWORKs and Child Support Services.

CalWORKs is the name for several different programs designed to help you and your family. CalWORKs can help you get training and education to prepare you for a job. CalWORKs also helps you find a job, provides cash assistance and other help to you and your family, like child care and transportation.

General Relief provides temporary cash assistance for eligible county residents who have no other means of support. Any aid received must be repaid to the county. Completed hours of required Job Training may count towards repayment.

Child Support Services helps a parent get regular financial support for his or her children from the other parent if that parent is not contributing to the children's living and medical expenses. Both parents have a legal duty to provide financial support for their children.

Please see the following sections on CalWORKs and Child Support Services for more information. You can also call **2-1-1** or the ACCESS Customer Service Center at **1-866-262-9881** for more information, or go to your nearest [Family Resource Center](#) (p. 77).



ACCESS CUSTOMER SERVICE CENTER

The ACCESS Customer Service Center is an extension of the County of San Diego Family Resource Centers (FRCs). ACCESS serves residents, providers, and other government agencies with questions or needs related to Family Resource Center programs and services, including providing case management services for existing FRC customers.

ACCESS customer service representatives are experienced eligibility workers that provide assistance via phone, e-mail, and fax. ACCESS hours of operation are Monday through Friday 8:00 a.m. to 5:00 p.m., excluding County holidays. Requests submitted via fax or e-mail will receive a response within 3 business days. If you need immediate assistance and cannot wait three business days, please call ACCESS.

Toll-Free: **1-866-262-9881**

TDD (hearing impaired): **858-514-6889**

Fax: **858-467-9088**

E-mail: pubassist.HHSA@sdcounty.ca.gov

ACCESS uses encrypted e-mail to respond to inquiries received via e-mail. Completing a one-time registration of your e-mail address is required to view our reply. When you receive our reply, you will also receive instructions on how to register your e-mail account. Once you have registered, you will need your password to read future encrypted e-mails from us. If you change your e-mail address, you will need to complete the registration for the new e-mail address.



To protect the confidentiality and privacy of those we serve, you need to have either a completed and up-to-date [Authorized Representative](#) form or [Release of Information](#) on file for ACCESS to provide information for a case that is not your own. To submit the completed form, send an e-mail to pubassist.HHSA@sdcounty.ca.gov with "AR Forms" in the subject line, attach the form as a PDF, and include your full name, contact phone number, and mailing address in the body of the e-mail. You can also fax or mail (ACCESS, 7947 Mission Center Court, San Diego, CA 92108) the completed form to ACCESS.

CALWORKS

What Kinds Of Financial Assistance Are Available And Why Do I Need Them?

CalWORKs is the name for several different programs designed to help you and your family. You can use CalWORKs to help you get training and education for a job.

CalWORKs also helps you find a job, provides cash assistance and other help to you and your family, like childcare and transportation.

Everyone needs help sometimes. You may not have a job, so money is a problem. How are you going to find a place to stay, get food, and medical care? If you have a family, then these things become even more important.

To be eligible for the CalWORKs Program in San Diego, you must:

- Have age qualified dependent children (up to 18 years of age)
- Have dependent children who lack the parental support and care as a result of one or both parents being absent, deceased, incapacitated or unemployed
- Be a resident of San Diego County
- Be a U.S. Citizen, Legal Permanent Resident or other specific non-citizen
- Have valid photo identification (ID), such as a California driver's license or ID card
- Have a Social Security Number (SSN) or proof of application for SSN
- Have school age children enrolled and attending school
- Have current immunization records for children below the age of 6
- Have no more than \$2,000 (or \$3,000 for families who have a member age 60 or older) of property
- Have income (earned and unearned) less than the program limits.

How Do I Apply For CalWORKs?

To apply for CalWORKs, you must go in person to the local Family Resource Center (FRC) that accepts applications for the program. To locate the nearest office, see [Family Resource Centers](#) (p. 77), call **211**, or the ACCESS Customer Service Center at **1-866-282-9881** or e-mail pubassist.HHSA@sdcounty.ca.gov.

Up To What Age Can A Child Be Aided For CalWORKs?

A child meets the age requirement for CalWORKs eligibility until his/her 18th birthday, or sometimes later depending on the circumstances.

How Do I Receive Benefits?

You use CalWORKs through an electronic benefit transfer card (EBT). It works just like an ATM or debit card. It may also be provided by Direct Deposit ONLY if the client chooses to do so. The County will automatically deposit your grant into your bank account each month. For more information on Direct Deposit, call **1-866-262-9881**.

What If I Don't Have A Bank Account?

If you do not have a bank account, check out banks in your area and decide which offers services that are right for you. If you can not get a bank account, check with your worker and/or your Employment Case Manager for more information.

Do I Need An Appointment?

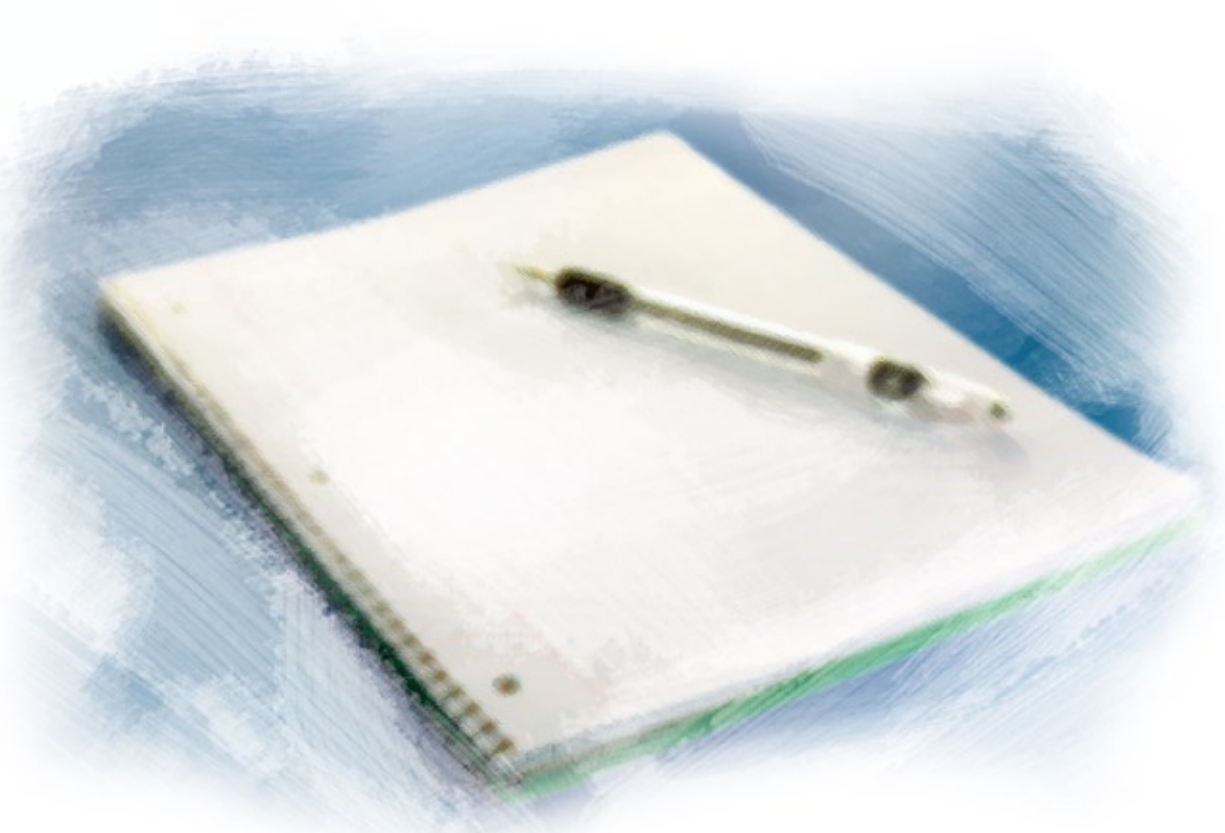
You do not need an appointment to get the application. Once you have the paperwork filled out, you will need to turn it in to your local [Family Resource Center \(FRC\)](#) (p. 77).

What If I Have More Questions Or Need More Information?

Please contact your local [Family Resource Center](#) (p. 77).

If I Am Homeless Can I Get Help?

Yes, if you are homeless you can receive help through the CalWORKs program. Contact your local FRC for more information on the Homeless Assistance programs.



CARDS (EBT / MEDI-CAL)

Electronic Benefits Transfer (EBT) Card

If you are determined eligible to cash aid or Food Stamps [also called Supplemental Nutrition Assistance Program (SNAP) or CalFresh], you will receive an Electronic Benefits Transfer (EBT) card. The EBT card is a debit card used by eligible cash aid and SNAP recipients to access benefits. Recipients may use their assigned EBT card to make food purchases only at EBT enrolled retailers. Usually you will see a sign at the store that says EBT is accepted.

Recipients may access cash benefits at financial institutions, ATM machines that have the Quest logo, and at any EBT enrolled retailer.

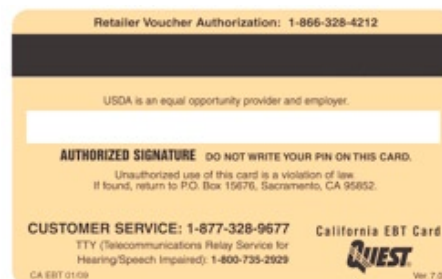
There are over 1,200 EBT enrolled retailers in San Diego County.

Eligible recipients will be issued a secure Personal Identification Number (PIN) which is needed to access benefits.

Card Front



Card Back



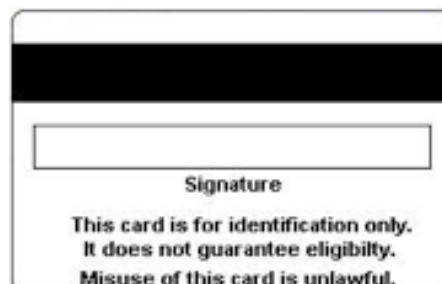
Medi-Cal Benefits Identification Card (BIC)

If you are determined eligible to Medi-Cal benefits, you will receive a Benefits Identification Card (BIC). The BIC is a white plastic card with blue lettering on the front and black lettering on the back. The card is to be presented to your health care provider at all medical appointments.

Card Front



Card Back



CHILD SUPPORT SERVICES (CSS)

What Are These And Why Do I Need Them?

Child Support Services (CSS) helps a parent get regular financial support for his or her children from the other parent if that parent is not contributing to the children's living and medical expenses.

A person who the child primarily lives with, or who has been awarded primary custody of the child by a court is called the Custodial Parent. This person is eligible for CSS and could be a parent, relative or legal guardian of the child. The parent without primary physical custody is called the Non-Custodial Parent.

CSS offers services such as help with getting a child support order from a court, opening a child support court case, locating parents, enforcing existing child support orders and establishing paternity (who is the father of the child). All services are free.

If you are a single parent, you have a right to receive help with your child's expenses from the child's other parent. Both parents have a legal duty to provide financial support for their children.

How Do I Get It?

Call **1-866-901-3212**. You can request to have an application packet mailed to you, or pick one up in person at the Department of Child Support Services at 220 W. Broadway on the 7th floor of the courthouse. Office hours are Monday – Friday from 7:30 a.m. to 4:00 p.m.

You can also request an application packet online or download it. See web address below.

Where Is This Service Available?

Child Support Services are available from the Downtown Courthouse, 220 W. Broadway, San Diego, CA 92101. The office hours are Monday through Friday from 7:30 a.m. to 4:00 p.m. You can call 1-866-901-3212; the number is answered by staff from 7:30 a.m. to 4:30 p.m. Monday through Friday. Recorded information is available 24 hours a day from that same number. On the Web, visit: <http://www.sdcounty.ca.gov/dcsc>.

What Are The Hours?

See above.

How Do I Contact This Service?

By phone, in person or online. See above.

MEDI-CAL

What Is This Service And Why Do I Need It?

The County has programs that can help you get coverage, so you can afford to get proper medical care (including a limited amount of vision, dental and mental health care). The main program is called Medi-Cal, which provides health insurance for low-income families. It offers medical, dental, vision and mental health care at little or no-cost to families who qualify. (*Vision and dental health care is limited.*) San Diego Kids Health Assurance Network (SD-KHAN) helps people and families find health insurance (see below).

If you or a family member gets sick or hurt, how are you going to afford to see a doctor? It can be expensive, so it's a good idea to get health insurance. Health insurance helps you pay for doctors' appointments, emergency room visits, and other medical care.

How Do I Get This Service?

First, you need to apply to see if you qualify for the Medi-Cal program. You can apply at almost any [Family Resource Center](#) (p. 77), except for the Metro office. You might be able to apply by mail; you should call the ACCESS Customer Service Center at **1-866-262-9881** or **2-1-1** to find out more information about Medi-Cal and other programs to help you.

Where Are These Services Available?

See the list of [Family Resource Centers](#) (p. 77) - that's where you go to apply for Medi-Cal. You can always call the ACCESS Customer Service Center at **1-866-262-9881** or by calling **2-1-1** or e-mail pubassist.HHSA@sdcounty.ca.gov if you need more information.

What Are The Hours?

The hours at the [Family Resource Centers](#) (p. 77) where you apply for Medi-Cal, may be different at each FRC, but are generally during the workday, Monday through Friday. Call the ACCESS Customer Service Center **1-866-262-9881** to find out the exact hours and days the FRCs are open.

Once you have Medi-Cal, when you are eligible for care depends on what kind of care you need and how fast you need it. **If you need help right away because the situation is an emergency or is life-threatening, call 911.** If it can wait, you should call your doctor or clinic during the week and make an appointment.

How Do I Contact These Services?

Start by calling the ACCESS Customer Service Center at **1-866-262-9881** or by calling **2-1-1** or by visiting your nearest [Family Resource Center](#) (p. 77).

When you get Medi-Cal, you'll be given information about doctors, clinics, hospitals and

other places you can call when you need care.

Program To Help People On Medi-Cal: Healthy San Diego

Healthy San Diego is a program to tell persons on Medi-Cal about their health care choices. It reaches thousands of people each month who apply for or renew their benefits. Presentations, called Health Care Options, are provided at [Family Resource Centers](#) (p. 77) throughout the county.

For more information, call the ACCESS Customer Service Center at **1-866-262-9881** or **2-1-1**.

On the Web, visit: http://www.sdcounty.ca.gov/hhsa/programs/ssp/healthy_san_diego/index.html.

REMEMBER

When you go to apply for Medi-Cal or any other program to help you, always bring the things listed in the [Be Prepared Checklist](#) (p. 88) for every person in your home who needs help. That way, you'll probably have everything you need to complete your application and you won't have to make extra trips.



EMERGENCY SHELTER

What Is This And Why Do I Need It?

Now that you've been released, where are you going to sleep tonight? You may not have any friends or acquaintances who can offer you short-term (emergency) shelter. You don't want to sleep on the sidewalk or in a public park. What can you do?

There may be places where you can get shelter for a short time, at least overnight or maybe for a few days, which gives you some time to find longer-term housing.

How Do I Find Emergency Shelter?

Call **211**, the San Diego Information Hotline. They'll do their best to find emergency shelter in your area. Give them the zip code of where you are, and they'll do a search for you.

Note: You probably know there are a lot of people searching for shelter. 211 may not be able to find available shelter at the time you call them. The best thing to do is to keep calling throughout the day. The availability of emergency shelter changes frequently.

LONGER-TERM HOUSING

What Is This And Why Do I Need It?

If you have found emergency shelter, you'll still need a place to stay while you apply for the types of financial and other assistance listed in this toolkit.

How Do I Find Longer-Term Housing?

Call **211**. They can search for longer-term housing in your zip code. You may qualify for certain types of longer-term (sometimes called transitional) housing depending on your situation. If you have problems with drug or alcohol abuse, there are programs which provide treatment and housing (see [16](#)). If you are a veteran, there are organizations that can help you.

Note: You probably know a lot of people are searching for long-term housing. 211 may not be able to find available housing at the time you call them. The best thing to do is to keep calling back. The availability of longer-term housing changes, although probably not as often as emergency shelter.

BANK ACCOUNTS

What Is This And Why Do I Need It?

A bank account is a financial account with a bank that you use to keep money and draw it out to pay expenses like rent and groceries. For instance, you get a checking account by depositing money in the bank. Then you can write checks to buy things you need (provided you have enough money in your account).

There are many benefits to having a checking account:

1. It is safer to carry checks than money.
2. A canceled check is proof you paid a bill.
3. It is convenient, because it allows you to receive and spend your money without carrying cash. It lets you pay your bills through the mail, rather than in person.
4. It helps you establish a good credit record. This is important, because you need a good credit record to do things like rent an apartment or buy a car.
5. A checking account helps you budget your money. Keeping a record of checking activities helps you budget your expenses and income.

Do I Qualify To Get It?

Each bank has rules as to who can open an account. Contact the bank for more information.

How Do I Get It?

Talk with friends and relatives about where they have their accounts. Find out what they think and whether they are satisfied with their own banks.

Decide what type of account(s) you need. The most typical accounts are checking and savings. A savings account allows you to deposit money and receive interest on the money held in the bank. A checking account generally does not pay interest, but allows you to write checks.

Determine what services are important to you - like Automatic Teller Machine (ATM) access, customer service by phone, internet banking or how close the branch is to your home or business.

Go to the bank of your choice, fill out an application and provide the bank with money with which to open the account. You will be given an account number (or two) as well as an ATM card if you choose that option. You will also be given a book of checks if you decide to open a checking account.

**Helpful Tips:**

Open your account(s) at a bank near your home or office so that it is convenient for you to make deposits, use an ATM or talk with bank employees.

- Consider how many ATMs the bank offers, whether it charges a fee
- Low price does not always mean best choice. Look into the services you are getting for your money. Do they meet your needs or will you have to spend extra to get those services?
- Make sure that any bank with which you open an account is FDIC-insured, which means your money is insured up to \$100,000.

Remember to bring these papers (if you have them):

Federal law requires certain personal identification documents to open a bank account. You need a valid photo ID such as a driver's license, state-issued or military ID. Non-citizens must provide their alien registration number. You must have your social security number and proof of your address (a utility bill or apartment lease will do). You should provide a current email address. If you are going to electronically transfer the initial deposit from another bank account, you'll need the bank name, routing number and account number.

CHECK CASHING AND MONEY CARDS

What Are These?

Check Cashing locations allow you to cash checks such as assistance payments, or paychecks if you have a job. However, these locations charge fees for cashing your checks, anywhere from 1% to 4% or more of the value of each check.

Prepaid debit cards and prepaid credit cards (also known as money cards) can help you control your spending, pay your bills, shop online and get cash at most ATMs. It's reusable and re-loadable.

A re-loadable debit card allows you to only spend up to the amount you have pre-deposited into the account. With a prepaid credit card you will have most of the advantages of a credit card, without the interest charges. The benefits of a prepaid credit card far outweigh the risks. You can reserve hotel rooms, shop online and you don't have to worry about credit card bills and interest payments later.

Do I Qualify To Get It?

Just about anyone can cash a check at a check cashing store, if they show a photo ID. The store may require other identification like a Social Security card.

Anyone is qualified to receive a prepaid credit card. As long as you deposit money onto the card, you can use it.

How Do I Get It?

A prepaid credit card account is opened by depositing money into an account; much in the same way you would make a deposit when opening a checking or savings account. Once you have money in your account, you're issued a prepaid credit card that can be used anywhere you can use a regular credit card. There is usually a fee to set up the account and for some prepaid cards there is a monthly service charge. However, most places will not charge a fee when you cash a check and put the money into your prepaid credit/debit card. If you can, you'll want to check several different places and compare fees.

You can get a prepaid credit/debit card in the following two ways:

1. Go to a retail store that carries prepaid credit cards or money cards such as Walmart, or a Check Cashing store and speak with a cashier or clerk.
2. If you have access to a computer, visit the major credit card companies such as Visa and Master Card to sign up for your prepaid credit/debit card.

TRANSPORTATION

Why Do I Need It?

Transportation is important in order to get to places that are not within walking distance. From trolley, trains, buses and taxis, San Diego County has a variety of transportation options.

How Do I Get It?

Call **5-1-1** to get transportation information including schedules, fares, routes and help with trip planning. On the Web, visit: <http://www.sdcommute.com/Services> to get bus, coasters, and trolley schedules and routes.

What Are Compass Cards?

Compass Card is the new transit pass. All paper transit passes are being replaced by Compass Card. Online sales of monthly paper passes and day passes have been discontinued.



As of May 1, 2010, there is a \$2 fee for new Compass Cards. The fee will be added to the cost of your transit pass.

Your reusable Compass Card should last for several years. **Just keep it.**

Reload it. All paper monthly transit passes will be replaced by the Compass Card.

Now you can get your COASTER, Premium Express Bus, and Regional Monthly passes on the Compass Card.

To reload a Compass Card:

- Use a Ticket Vending Machine at any transit station;
- Go to the MTS Transit Store or a NCTD Customer Service Center;
- Online at http://transit.511sd.com/Compass_Card/CompassCard.aspx
- For automatic reload, call **5-1-1** and say "Compass" to speak to a customer service center representative. You can automate your monthly pass payments with your credit or debit card;
- At select [Vons locations](#).

For more help on using public transportation, contact:

Regional Transit Information Office (personalized Trip Planning)

5-1-1 and say "Public Transportation" or select option 3 or call **619-233-3004**.

InfoExpress (automated schedule information)

5-1-1 and say "Public Transportation" or call **619-685-4900**

TTY-TDD (for persons with hearing impairments only)

1-888-722-4889 or **619-234-5005**

Metropolitan Transit System and North County Transit District Fares

Route	One-Way	Day Pass	Seniors, Disabled, Medicare	Regional Monthly Pass	Youth Regional Monthly Pass	Seniors, Disabled, Medicare Monthly Pass
Trolley	\$2.50	\$5.00	\$1.25	\$72.00	\$36.00	\$18.00
MTS Shuttle Routes: 851, 871, 872, 904	\$2.25	\$5.00	\$1.25	\$72.00	\$36.00	\$18.00
MTS Local & Urban Routes	\$2.25	\$5.00	\$1.25	\$72.00	\$36.00	\$18.00
MTS Express Routes: 20, 50, 150, 210, 870, 960	\$2.25	\$5.00	\$1.25	\$72.00	\$36.00	\$18.00
MTS Premium Express Routes: 810, 820, 850, 860, 880	\$5.00	\$14.00	\$2.50	\$100.00	\$50.00	\$25.00
NCTD	\$2.00	\$5.00	\$1.00	\$59.00	\$36.00	\$18.00
Coaster 1 Zone	\$5.00	\$14.00	\$2.50	\$144.00	\$91.00*	\$45.50*
Coaster 2 Zones	\$5.50		\$2.75	\$154.00		
Coaster 3 Zones	\$6.00		\$3.00	\$170.00		
Coaster 4 Zones	\$6.50		\$3.25	\$182.00		

*For all zones as of May 2010

BLACK INFANT HEALTH

What Is This Service And Why Do I Need It?

This program serves African-American women who are pregnant or have babies up to two years of age. This program includes free parenting classes, help finding prenatal and well childcare and help getting emergency food, clothing and housing. The goal of the program is to ensure African American babies are born healthy and have the opportunity to grow into healthy children.

How Do I Get It?

For information about Black Infant Health, call **619-542-4039**.

Where Can I Get it?

Rosecrans Health Services Complex

3851 Rosecrans Street

San Diego, CA 92110

619-542-4039

You may be referred to other sites for specific services. Please call before you go to find out what services you need.

What Are The Hours?

Monday through Friday usually from 8:00 a.m. to 5:00 p.m.

Please call first to make sure.

How Do I Contact This Program?

Use the phone number listed above. On the Web, visit: http://www.sdcounty.ca.gov/hhsa/programs/phs/black_infant_health_program/index.html



COMPREHENSIVE PERINATAL SERVICES PROGRAM (CPSP)

What Are These Services And Why Do I Need Them?

This program provides medical and support services to pregnant women before and after the baby is born.

If you're a pregnant woman, you have special health needs and challenges. CPSP helps you get the services you need to keep your baby healthy before and after birth, including medical care, help with healthy eating, how to stay healthy while you're pregnant, education about childbirth and about caring for a baby.

How Do I Get Them?

Call **619-542-4053** to find out how to access CPSP services, which are free.

Where Can I Get Them?

Rosecrans Health Services Complex

3851 Rosecrans Street
San Diego, CA 92110
619-542-4039

You may be referred to other places to get the actual service(s). **Please call before you go to find out what service or services you need.**

What Are The Hours?

Monday through Friday usually from 8:00 a.m. to 5:00 p.m.
Please call first to make sure.

How Do I Contact This Program?

Use the phone number listed above. On the Web, visit: http://www.sdcounty.ca.gov/hhsa/programs/phs/comprehensive_perinatal_services_program/index.html.

PERINATAL CARE NETWORK (PCN)

What Is This Program And Why Do I Need It?

This program helps pregnant women stay healthy and have a healthy baby by offering help with things like applying for Medi-Cal (health insurance) and links to other community services, such as the Black Infant Health program (listed separately).

Pregnancy and motherhood mean special challenges to a woman's physical and emotional health.

How Do I Get It?

Call **1-800-675-2229**.

Where Can I Get It?

Rosecrans Health Services Complex

3851 Rosecrans Street
San Diego, CA 92110
1-800-675-2229

You may be referred to other places to get the actual service or services. Please call before you go to find out what service or services you need.

What Are The Hours?

Monday through Friday usually from 8:00 a.m. to 5:00 p.m.
Please call first to make sure.

How Do I Contact This Program?

Use the phone numbers listed above. On the Web, visit: http://www.sdcounty.ca.gov/hhsa/programs/phs/perinatal_care_network/index.html.

FIRST 5 DENTAL HEALTH INITIATIVE

FREE DENTAL CARE FOR PREGNANT WOMEN

What Is The First Five Dental Health Initiative And Why Do I Need It?

It is a group of local community health centers funded by the First 5 Commission to provide dental services to pregnant women and women who have just had babies. Pregnant women and new moms need regular health, dental and vision check ups and services to help them stay healthy. Staying healthy gives your baby a head start on having a healthy life, too.

Am I Eligible To Use This Service?

You may qualify for free dental visit if you are a:

- pregnant women on Denti-Cal
- uninsured pregnant women through 3 months after birth

What Clinics Provide The Free Dental Service And How Do I Reach Them?

Comprehensive Health Center – Central San Diego

Adult and children's Insurance accepted: Denti-Cal, CHDP, Healthy Families, Delta Dental, and other insurance accepted. Adjusted fee scale also available.

3177 Oceanview Blvd., San Diego, CA 92113

Monday through Friday

(8:00 a.m. to 5:00 p.m.)

619-398-1534

Family Health Centers of San Diego Family Health Centers of San Diego

Provides various healthcare services (medical, emergency dental, vision & mental health) for free or low-cost and medical mobile units.

1809 National Ave., San Diego, CA 92113

Monday through Friday

(8:00 a.m. to 5:00 p.m.)

619-515-2551

Logan Heights Family Health Center

Adult and children's dentistry. Denti-Cal, CHDP, Healthy Families, Delta Dental, and other insurances accepted. Adjusted fee scale also available.

4305 University Ave., Suites 120 & 150, San Diego, CA 92105

Monday through Friday both locations

(8:00 a.m. to 5:00 p.m.)

619-285-8135 (Suite 120) **619-501-1235** (Suite 150)

La Maestra Dental Clinic – East County

La Maestra serves those that need these services most and will not turn anyone away. The dental program serves all ages. Dental Services offered on a sliding scale.

183 S. First Street, El Cajon, CA 92019

Monday through Friday

(8:00 a.m. to 5:00 p.m.)

619-328-1335

Neighborhood Healthcare- East County

Neighborhood Healthcare ~ Lakeside Adult and Children's Dentistry. Medi-Cal, CHDP, Delta Dental and other insurances accepted. Adjusted fee scale available.

10039 Vine Street, Lakeside, CA 92040

Monday through Friday

(8:00 a.m. to 5:00 p.m.)

619-390-9135



VETERANS' SERVICES

What Is This?

Veterans' Services or Veterans Administration (VA) provides a wide range of benefits including: Disability; Education and Training; Vocational Rehabilitation and Employment; Home Loan Guaranty; Dependant and Survivor Benefits; Medical Treatment; Life Insurance and Burial Benefits for those who qualify.

Do I Qualify To Get These Services?

You may be eligible for VA benefits if you are a:

- Veteran, Veteran's dependent
- Surviving spouse, child or parent of a deceased Veteran
- Uniformed service member

How And Where Do I Get These Services?

All veterans are encouraged to enroll in the VA San Diego Healthcare System. To enroll, complete the Application for Health Care Benefits online at <http://www.sandiego.va.gov/patients/eligibility.asp> or in person. Print and complete the form and bring the form to the Member Services Office, located on the first floor of the medical center near the main lobby.

You can complete your enrollment at the medical center in La Jolla or clinics in Mission Valley, Vista, or Chula Vista. The Member Services (enrollment) office at the medical center in La Jolla is open from 7:00 a.m. - 4:00 p.m.

Enrollment at the clinics is by appointment. Clinic hours are Monday through Friday, 8:00 a.m. to 4:00 p.m. For more information or to request an enrollment appointment, call **858-552-7523**.

What Papers/Documents Do I Need To Bring With Me (If I Have Them)?:

When you go to enroll, please take the following items:

- A copy of your DD214, "Armed Forces Report of Transfer or Discharge"
- A copy of both sides of your current insurance card (including Medicare or Medicaid)
- Purple Heart recipients only: a copy of your award letter if "Purple Heart" is not noted on your DD214

For more information on eligibility and enrollment, call the Member Service office for assistance at **858-552-7523**. A representative will answer all of your enrollment and eligibility questions. On the Web, visit <http://www.va.gov>.

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FACILITY RESOURCES

Here you will find lists of Public Health Centers, Community Clinics, Family Resource Centers, Sober Living Locations and other resources, including copies of some forms referred to earlier in this Toolkit. The resources are grouped together by subject (like Public Health Centers, for example).

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MENTORING

The following organizations provide volunteers and other training and development persons of skill to mentor re-entrants to help them succeed in their transition in to society outside incarceration. Many of these organizations offer direct assistance to re-entrants as well.

United African American Ministerial Action Council

4981 Market Street

San Diego, CA 92102

619-264-1213

<http://www.uaamac.com/content/popUps/SDCRM.html>

Kairos of San Diego

P.O. Box 27836

San Diego, CA 92198

<http://www.kairosofsandiego.org>

Second Chance

6145 Imperial Avenue

San Diego, CA 92114-4213

619-234-8888

<http://www.secondchanceprogram.org>



PUBLIC HEALTH CENTERS

CENTRAL REGION

5202 University Avenue, San Diego, CA 92105

619-229-5400

Located at El Cajon Blvd. & 52nd Street

Child and youth health examinations; child, youth, and adult immunizations; TB testing; rapid HIV testing; STD clinic exam and treatment; hepatitis testing and vaccinations and domestic violence safety plans.

EAST REGION - EL CAJON

855 East Madison, El Cajon, CA 92020

619-441-6500

Located at N. Mollison Ave and E. Madison in El Cajon

Child and youth health examinations; child, youth, and adult immunizations; TB testing; pregnancy testing and domestic violence safety plans.

NORTH CENTRAL REGION

5055 Ruffin Road, San Diego, CA 92123

858-573-7300

Located in the Kearny Mesa area. Co-located with the North Central Regional Center and Family Resource Center.

Child and youth health examinations; child, youth, and adult immunizations; TB testing; pregnancy testing and domestic violence safety plans.

NORTH COASTAL

104 South Barnes St., Oceanside, CA 92054

760-967-4401

Located at Barnes Street and Mission Avenue in Oceanside

Child and youth health examinations; child, youth, and adult immunizations; TB testing; HIV testing; STD clinic exam and treatment; hepatitis testing and vaccinations and domestic violence safety plans.

NORTH INLAND

606 E. Valley Parkway, Escondido, CA 92025

760-740-4000

Near E. Pennsylvania and N. Grape

Child and youth health examinations; child, youth, and adult immunizations; TB testing; pregnancy testing and domestic violence safety plans.

SOUTH REGION

690 Oxford Street, Chula Vista, CA 91911

619-409-3110

On Oxford Street behind Costco. Located within the South Region Center

Child and youth health examinations; child, youth, and adult immunizations; TB testing; HIV testing; STD clinic exam and treatment hepatitis testing and vaccinations; and domestic violence safety plans.

QUICK TIP

Always call the [Public Health Center](#) (p. 75) before going, to see what their hours are for a particular service.



FAMILY RESOURCE CENTERS

CENTRE CITY

Address:	1255 Imperial Ave., 5th Floor, San Diego, CA 92101
Cross Street:	11th Ave. & 13th St.
Telephone:	1-866-262-9881
Services:	CalWORKs, Medi-Cal, Food Stamps
Bus Stop and Lines:	12th & Imperial Transit Station; bus & trolley stops

EL CAJON

Address:	220 S. First St., El Cajon, CA 92019
Cross Street:	Decker St. & E. Lexington Ave
Telephone:	1-866-262-9881
Services:	CalWORKs, Food Stamps, Medi-Cal
Bus Stop and Lines:	E. Main St. & S. First St.; 815, 816

FALLBROOK

Address:	130 E. Alvarado, Fallbrook, CA 92028
Cross Street:	N. Vine St & Main St.
Telephone:	1-866-262-9881
Services:	CalWORKs, Food Stamps, Medi-Cal
Bus Stop and Lines:	Fallbrook St. & Mission Rd.; 306

LEMON GROVE

Address:	7065 Broadway, Lemon Grove, CA 91945
Cross Street:	North Ave. & Massachusetts Ave.
Telephone:	1-866-262-9881
Services:	CalWORKs, Food Stamps, Medi-Cal
Bus Stop and Lines:	7000 block of Broadway; 856, 916, 936

METRO

Address:	1130 10th Ave., San Diego, CA 92101
Cross Street:	B St. & C St.
Telephone:	619-744-5137
Services:	Food Stamps
Bus Stop and Lines:	10th St. & C St.; 15, 20, 30, 50, 150, 923

FAMILY RESOURCE CENTERS (CONT.)

NORTH CENTRAL

Address:	5055 Ruffin Rd., San Diego, CA 92123
Cross Street:	Clairemont Mesa & Balboa Ave.
Telephone:	1-866-262-9881
Services:	CalWORKs, Food Stamps, Medi-Cal
Bus Stop and Lines:	Ruffin Rd. & Ruffin Ct.; 928

NORTH COASTAL

Address:	1315 Union Plaza Ct., Oceanside, CA 92054
Cross Street:	South Oceanside Blvd., East of I-5
Telephone:	1-866-262-9881
Services:	CalWORKs, Food Stamps, Medi-Cal
Bus Stop and Lines:	Oceanside Blvd. & State Tree Dr. (Rancho Del Oro Station); 317, 318, 319

NORTH INLAND

Address:	620 East Valley Pkwy., Escondido, CA 92025
Cross Street:	North Grape St. & North Fig St.
Telephone:	1-866-262-9881
Services:	CalWORKs, Food Stamps, Medi-Cal
Bus Stop and Lines:	Valley Pkwy & Pennsylvania Ave.; 386, 388

NORTHEAST

Address:	5001 73rd St., San Diego, CA 92115
Cross Street:	Mohawk St. & Saranac St.
Telephone:	1-866-262-9881
Services:	CalWORKs, Food Stamps, Medi-Cal
Bus Stop and Lines:	El Cajon Blvd. & 73rd St.; 1

RAMONA

Address:	1521 Main St., Ramona, CA 92065
Cross Street:	16th Street & Montecito St.
Telephone:	1-866-262-9881
Services:	CalWORKs, Food Stamps, Medi-Cal
Bus Stop and Lines:	Main St. & Montecito Rd.; 386, 892

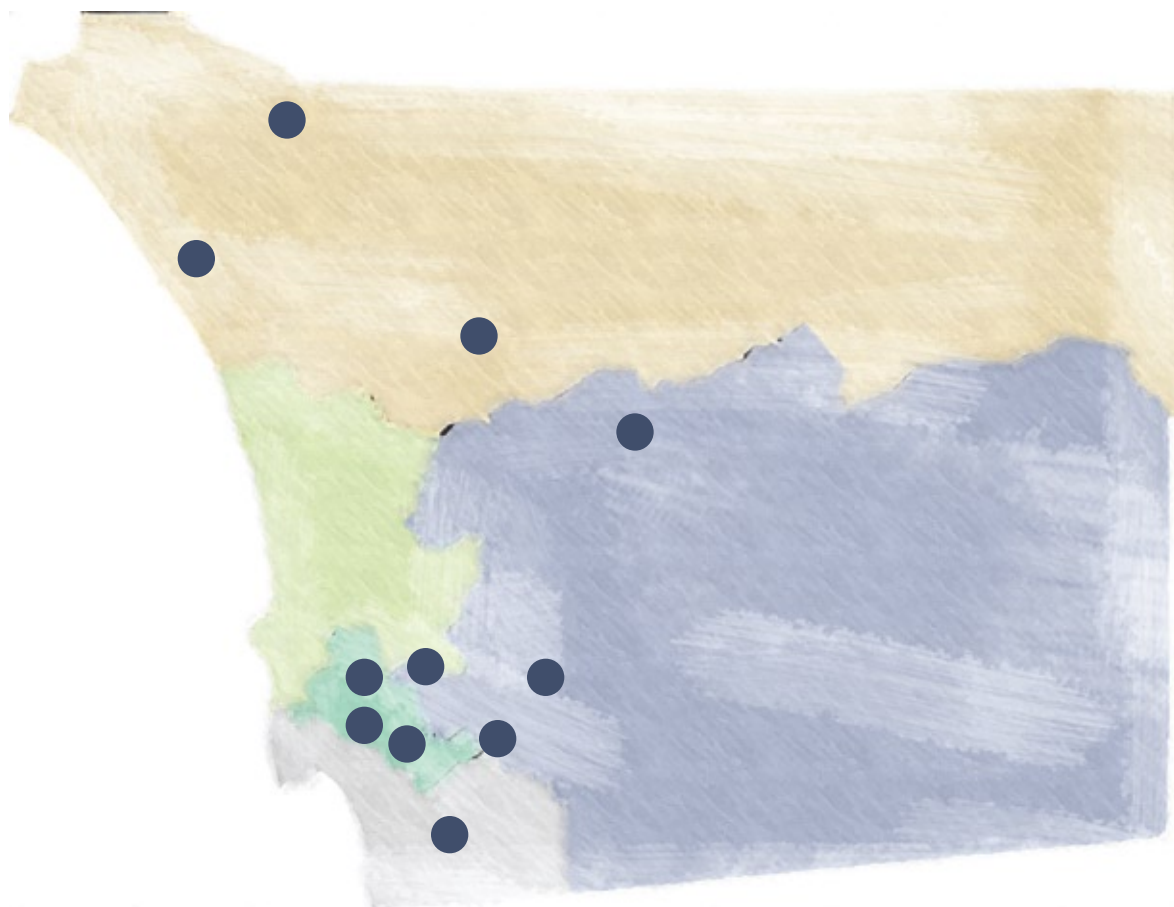
FAMILY RESOURCE CENTERS (CONT.)

SOUTH

Address:	690 Oxford St., #E, Chula Vista, CA 91911
Cross Street:	Behind Costco Plaza, East of I-5
Telephone:	1-866-262-9881
Services:	CalWORKs, Food Stamps, Medi-Cal
Bus Stop and Lines:	Palomar St. Trolley Station; 701, 704, 712 & Trolley

SOUTHEAST

Address:	4588 Market St., San Diego, CA 92102
Cross Street:	45th St. & 47th St.
Telephone:	1-866-262-9881
Services:	CalWORKs, Food Stamps, Medi-Cal
Bus Stop and Lines:	Market St. & Cotton St.; 5



FOOD BANK INFORMATION AND LOCATIONS



Food Assistance Program

"HH" stands for "Household" - so the monthly or annual (yearly) HH Income is the total income of everyone who lives in a location (like a house, apartment or room) and shares food.

Low Income Guidelines

Household Size	Monthly HH Income	Annual HH Income
1	\$ 1,354	\$ 16,245
2	\$ 1,821	\$ 21,855
3	\$ 2,289	\$ 27,465
4	\$ 2,756	\$ 33,075
5	\$ 3,224	\$ 38,685
6	\$ 3,691	\$ 44,295
7	\$ 4,159	\$ 49,905
8	\$ 4,626	\$ 55,515
Each additional member add	\$ 468	\$ 5,610

San Diego Food Bank

The Food Assistance Program distributes USDA food packages every month to more than 85,000 individuals, low income families and seniors at over 90 distribution sites throughout San Diego County. If you do not exceed the income limits posted above you may be eligible to register and receive a food package once a month.

San Diego Food Bank

Main Office
9850 Distribution Ave
San Diego, Ca 92121

Phone: 858-527-1419
Fax: 858-527-1457
Toll Free: 866-350-FOOD
Webpage:
www.sandiegofoodbank.org

Please call 211, the county social services information hotline, to see if you qualify and to get the location of your nearest food distribution site.

ALCOHOL AND DRUG SERVICES LOCATIONS

211 San Diego

P.O. Box 881307, San Diego, CA 92168-1307
211

San Diego County's new three-digit phone number for community, health and disaster services information and referral. Confidential, 24/7, free, multilingual, publishes directories and handbooks, search for services online.

EAST COUNTY

Calvary Sober Living Homes

7525 El Cajon Blvd., La Mesa, CA 91941
619-697-7221
619-697-7258 Fax

Calvary Sober Living Homes is a ministry based on Christianity. The sober living home puts Jesus Christ first. Residents are required to attend three meetings a week. Potential residents have to be employed or actively seeking employment. 11:00 p.m. curfew.

C.L.I.M.B.

1206 Sangamon Ave., Spring Valley, CA 91977
619-741-7325
Sober living, residential program (meals & utilities paid)

Home Stretch Solutions in Recovery

4989 El Cajon Blvd., San Diego, CA 92115
619-287-2588
Residential drug program & sober living for men and women

McAlister Institute - Sober Living Home

3644 South Barcelona Street, Spring Valley, CA 91977
760-757-7166 Contact: Natalie

Shepherd's Ranch

13551 Pata Ranch Rd., Lakeside, CA 92040
619-807-8478
619-390-0392 Fax
Christ-founded sober living facility for recovering women. Minimum 30 days of sobriety required.

TCMP Services

1400 N. Johnson Ave. Ste. 114, El Cajon, CA 92020

619-441-2302 Contact: Lydia Garcia at Ext. 304

Provides referrals for: emergency housing, short-term housing, sober living residential, food, clothing and bus tokens.

CENTRAL

48th Street House

4085 48th St. # 3, San Diego, CA 92105

619-733-8653 Contact: Randy Loch

Sober living house includes cable TV, free laundry, phone availability, some off street parking and on-site manager. Rent \$500/month.

ABC Sober Living

Executive office, 810 Emerald Street, San Diego, CA 92109

858-204-1304

Services range from licensed recovery home to sober living. Both female and male sober living. 12-step-based.

Alpha Project for the Homeless

3737 Fifth Avenue, Suite 203, San Diego, CA 92103

619-542-1877

619-542-0264 fax

Serving roughly 4,000 men, women, and children daily. Alpha Project's primary programs offer services to homeless and very low-income families through transitional employment, supportive housing for people with mental illness, affordable housing, residential substance abuse treatment, and a daytime resource center.

Community Connection Resource Center- Meade House

43rd Street & Meade, San Diego, CA 92103

619-543-8500

619-294-6570 fax

7 units with 6 beds each. Sober living; food, telephone, cable and laundry availability.

Courage to Change

4375 Cranberry Ct, San Diego, CA 92154

619-428-0320 Contact: Rudy Gardner

Sobriety house for men

ECS North City Regional Recovery Center - Kearny Mesa

6695 Convoy Ct, San Diego, CA 92111

1-800-479-3339 Crisis Line

858-292-5670

Non-residential treatment and recovery services in clean, safe, and sober environments that support recovery for adults. Services include intensive day care, and less intensive outpatient drug-free treatment programs for adults. Other services include alcohol and drug testing; educational topics such as parenting, relapse prevention, shame and guilt, anger management, and employment readiness. Voluntary recovery groups such as Alcoholics Anonymous and Narcotics Anonymous also meet at these facilities.

Heart & Soul Sober Living

3036 Chamoune Ave., San Diego, CA 92105
619-436-6747 Contact: Kevin Freeman
Sober living for men

House of Independent Clean & Sober Living - Chabazz House

317 Henson Street, San Diego, CA 92115
619-287-2588
Close to transportation and shopping, cable, patio, co-ed, free laundry service, free telephone, etc. Rent \$500/month.

House of Sophia

17059 A Bernardo Center Drive, San Diego, CA 92128
858-204-5255
Christ-based counseling and recovery home. Day program also offered.

Madison Park Sober Living

Undisclosed address - La Jolla & Scripps Ranch
619-865-5611
Sober living program for men and women that provides a safe environment. Community building and individual responsibility.

Madison Park Sober Living

4196 Adams Ave #205, San Diego, CA 92108
619-459-5546
619-865-8609 Contact: Bonnie Barry
Provides a safe environment; bridging the gap towards independence

Mazie's Place

5021 Bunnell St., San Diego, CA 92113
619-216-5355
Sober Living Home for women and/or women with children. Near bus and trolley \$500/month.

MHS-SASCA

2515 Camino del Rio Rd South, San Diego, CA 92108
619-294-8151 Contact: Gregg Miller
SAP programs, residential and sober living placement

Namaste House Sober Living - Environment
(A Project of Pro-social Reintegration)

2251 K Street, San Diego, CA 92101
619-818-7415

Men's Residential Sober living facility. Fully furnished with amenities including; free utilities, laundry, phone, parking and near trolley/bus lines. \$425/month.

National Crossroads - Parolee Service Center (Women Only)

4991 Imperial Ave, San Diego, CA 92113
619-262-0868

FREE Drug Treatment Program (No Referral necessary) Minimum 6 months/ FREE Sober Living (Must be referred by your Parole Agent) support services, employment placement, educational assistance, anger management, family reunification, substance abuse counseling and community referrals.

Next Step Sober Living

4286 49th Street, San Diego, CA 92115
858-273-1271
Male sober living.

One Day At A Time

4128 36th Street, San Diego, CA 92104
619-379-9049

Men and women residential housing, located in North Park. Only 4 in each residence. Short walk to METRO Career job center with designated departments to help felons find employment. Short walk to buses and shopping. Free YMCA membership.

Rachel's Apartments Independent Living Program

759 8th Ave, San Diego, CA 92101
619-696-8613
619-696-9042 fax

A recovery home available to women with at least 6 months in sobriety. Case management provided. Must be working in a recovery program.

South Bay Women's Recovery Home

2416 Biola Avenue, San Diego, CA 92154
619-934-5366 voice
619-274-2554 cell

Females only Christian based sober living home, 6 month program includes: housing, food, and transportation to meetings, ex-offender classes, recovery and "over-comers" classes. Rent \$450/month.

Stepping Stone of San Diego

3969 5th Avenue, San Diego, CA 92103

619-395-3995

Residential and Non-Residential programs available for persons with alcohol and drug problems as well as HIV. Sober living also available.

SOUTH REGION

E2 Associates, Inc.

801 Calle Lagasca, Chula Vista, CA 91910

619-941-1890

Transitional housing.

Next Step Sober Living

1420 Sheryl Lane, National City, CA 91950

858-273-1271

Women and children sober living.

San Diego County Sober Living Homes

558 J Street, Chula Vista, CA 91910

619-591-9788

Sober living for men. Requires three 12 step meetings per week to stay. Rent \$500/month.

The Trinity House

2605 Hoover, Suite H, National City, CA 91950

619-397-1202

619-330-4749 Fax

Transitional housing for women, women with children, men, and men with children.

NORTH COASTAL

Brother Benno's - Day Shelter

3260 Production Ave, Oceanside, CA 92058

760-439-1244

760-439-1271 Fax

Homeless shelter and drug/alcohol program, sober living, meals and daily shower.

Brother Benno's - House of Bro. Benno's Recovery Home

3260 Production Ave, Oceanside, CA 92058

760-439-1244

760-439-1271 Fax

Sober living environment, drug and alcohol program for men.

TLM Sober Living Homes - Sober Living

1424 Zeiss Street, Oceanside, CA 92054

760-521-1033

Sober living homes for men, women, single parent w/ children, co-ed.

NORTH INLAND

Escondido Comm. Sobering Services

401 N. Spruce Street, Escondido, CA 92025

760-747-1553

760-747-0764 Fax

Sober/Transitional housing and stabilization center. Self-motivated to cooperate.

Home of Hope

P.O. Box 2046, Escondido, CA 92033

760-294-1677

760-294-1677 Fax

Sober living environment for women and men.

People From Bondage Ministry

230 Pala Vista Dr, Vista, CA 92083-5215

760-716-7277 Cell

760-630-0077

P.F.B. ministry is a transitional housing sober living program.

US In Recovery - Chesapeake House

103 Chesapeake Ct, San Marcos, CA 92069

760-798-0053

Sober living for men and women.

US In Recovery - Escondido House

1245 Armstrong Circle, Escondido, CA 92069

760-294-6579

US In Recovery - San Marcos

220 Falcon Place, Escondido, CA 92027

760-294-6579

Sober living for men.

OTHERS

I Am New Life Ministry Ranch

PO Box 890341, Temecula, CA 92589-0341

951-767-2575

951-767-0951 Fax

Licensed drug and alcohol rehabilitation program. Sober living facility available in Sun City, 8 bed, long term also available. Outpatient facility located in Riverside County at 38400 San Ignacio Road, Hemet, California 92544

Parolee Service Centers (PSC)

Parolee Service Centers (PSC), Volunteers of America, Model Ex, National Crossroads

Contact: Parole Agent Siota or Parole Agent Turner

Sacred Journey Sober Living Homes

7720 University Ave., La Mesa, CA 91942-4902

619-713-1772

619-318-0776 Contact: Willy R.

Sober/transitional living for women and children. All sober living facilities come with the necessary amenities.

YMCA Sober Living Homes

619-379-9049

SASCA Approved. Free membership to the YMCA, free cable and telephone.

REMEMBER

You can always call 2-1-1 to get information about help 24 hours a day, 7 days a week.



Most services have a phone number to call. These phone numbers are good sources of information about the service, who qualifies, where to go to apply, and hours of operation of the service or location. Some of the phone numbers are available 24 hours a day, 7 days a week. If you have any questions, you can often use these numbers to get answers.

Things To Remember About Appointments:

- If you have an appointment to apply for or receive a service or services, plan to arrive a little early.
- Allow plenty of time for travel to the location, especially if you have children. That way, you won't have to hurry and you're more likely to remember the things you need to bring to the appointment.
- You'll be prepared if something happens, like a late bus or heavy traffic.
- It also shows that you're thinking ahead and are considerate of other people's time.
- Everybody deserves respect—and you're more likely to get it if you give it!

Be Prepared Checklist

Whatever services you may be applying for, please have these items for each person in your household who needs assistance:

- ☐ Birth certificates or other proof of age and family relationship
- ☐ Social Security numbers or proof of application
- ☐ Copy of Driver's License or other picture I.D.
- ☐ Proof of residency: rent/mortgage receipt, utility bill
- ☐ Proof of all income: most current pay stubs, child support and alimony, Social Security award letters, unemployment/disability benefits, VA benefits
- ☐ Verification of disability (if applicable)
- ☐ All current checking and savings account statements or passbooks brought up-to-date by bank
- ☐ Current vehicle registrations: include cars, trucks, motorcycles, trailers, motor homes, or boats. Include verification of balance owed on each vehicle
- ☐ Pregnancy verification (if pregnant)
- ☐ Immigration status: Permanent Resident Card, citizenship verification or passport

ADOLESCENT NON-RESIDENTIAL AND RESIDENTIAL SERVICES

Non-Residential Central Region

McAlister Institute (MITE)

North Central TRC
4690 Genesee Ave.
San Diego, CA 92117
858-277-4933
Fax 858-277-4933

MHS Juvenile Drug Court

2901 Meadowlark Drive
San Diego, CA 92123
858-694-4364
Fax 858-541-5202

Palavra Tree

Central South East
1212 South 43rd Street, Suite C
San Diego, CA 92113
619-263-7768
Fax 619-262-5040

Palavra Tree

Central South West
2878 Imperial Ave.
San Diego, CA 92102
619-238-7393
Fax 619-238-7394

Phoenix House

Beach Area TRC [DMC only]
3274 Rosecrans Street
San Diego, CA 92110
619-226-2663
Fax 619-226-2837

San Diego Youth and Community Services

Central East TRC
4089 Fairmount Avenue
San Diego, CA 92105
619-325-4696
Fax 619-325-4807

San Diego Youth and Community Services (SDYCS)

Teen Options (Perinatal)
3660 Fairmount Avenue
San Diego, CA 92105
619-521-2250
Fax 619-521-5944

Union of Pan Asian Communities (UPAC) [DMC only]

3288 El Cajon Boulevard, Suite 13
San Diego, CA 92104
619-521-5720
Fax 619-521-5728

Non-Residential East Region

San Diego Youth and Community Services (SDYCS)

East TRC
7733 Palm Street, Suite 101
Lemon Grove, CA 91945
619-667-3333
Fax 619-463-2649

Non-Residential South Region

McAlister Institute (MITE)

South Bay East TRC
2429 Fenton Street, Building 5
Chula Vista, CA 91914
619-482-9300
Fax 619-482-9333

South Bay Community Services

South Bay West TRC
1124 Bay Boulevard, Suite D
Chula Vista, CA 91911
619-420-3620
Fax 619-420-8722

Non-Residential North Region

McAlister Institute (MITE)

North Coastal North TRC
2964 Oceanside Boulevard, Suite G
Oceanside, CA 92054
760-754-1393
Fax 760-754-2536

McAlister Institute (MITE)

North Rural Teen Recovery Center
1516 Main Street, Suite 105
Ramona, CA 92065
760-788-6520
Fax 760-788-4790

Mental Health Systems, Inc. (MHS)

North Inland TRC
150 Valpreda Road, Suite 105
San Marcos, CA 92069
760-744-3672
Fax 760-744-6182

Phoenix House

North Coastal South TRC
785 Grand Avenue, Suite 220
Carlsbad, CA 92008
760-729-2830
Fax 760-729-2798

Residential East Region

McAlister Institute - MITE [Boys]

619-461-4871 x104
(Lemon Grove - Call for location)

McAlister Institute - MITE [Girls]

619-337-3830
(La Mesa - Call for location)

Phoenix House

23981 Sherilton Valley Road
Descanso, CA 91916
619-445-0405 x4674
Fax: 619-445-9028

Residential North Region

McAlister Institute - MITE [Boys]

[Spanish Bilingual Services Available]
(Call for location)
619-442-0277 ext. 104
760-806-1495 Boys
Fax 619-442-1101



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IMPORTANT DOCUMENTS

Here you will find information about important documents that may be needed for successful re-entry into the community. In this section you will find information about everything you need to do get a California's Driver's License, a birth certificate, and a social security card. This section also provides a listing of local County of San Diego offices.

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CALIFORNIA IDENTIFICATION (ID)/DRIVER'S LICENSE

What Is It And Why Do I Need It?

The Department of Motor Vehicles (DMV) issues identification cards to persons of any age. The ID card looks like a driver license, but is used for identification purposes only. A regular ID card is valid for six years, and a senior citizen ID (for those 62 and older) card is valid for 10 years.

An ID card is used to prove your identity, and a Driver's License is needed to drive a car, truck, motorcycle, etc. One of these cards is required when applying for Government Assistance, to board an airplane, cash checks, and open a bank account as well as many other everyday things, including to apply for a job.

How Do I Get A Card (ID Or Driver's License) And How Much Does It Cost?

Visit a local DMV office to apply for an ID or a driver's license. Make sure you have your Social Security number (you will need to get one if you don't have one), proof of birth date, and legal presence.

You can also request to have an application mailed to you before your visit to the DMV by going to <http://www.dmv.ca.gov> on the web or by calling **1-800-777-0133**.

ID cards cost \$24 for most applicants. They are free for those 62 years of age or older. A \$7 reduced-fee ID card is available for low-income residents. It takes about 60 days to receive your new California ID card in the mail.

A Driver's license costs \$28. In most cases, you will need to take and pass a written driver's test. The study booklet can be picked up before your DMV appointment. In some cases, a behind the wheel driver's test will be required. Car Insurance and your own car will also be required if you are required to take a behind the wheel driver's test. All DMV fees must be paid with check, cash, or debit card (accepted at some DMV locations). Credit cards are not accepted.

Where Can I Get More Information?

For more detailed information about how to get an identification card or a drivers license and/or to make an appointment visit <http://www.dmv.ca.gov> or call **1-800-777-0133**
Hearing Impaired: TTY **1-800-368-4327** or visit a local DMV office.

Where Are The San Diego Area DMV Locations And What Are Their Hours?

All County of San Diego DMV offices hours are: Monday, Tuesday, Thursday and Friday 8:00 a.m. - 5:00 p.m. and Wednesday 9:00 a.m. - 5:00 p.m.

*Note: As of this time, all DMV offices in California are closed the first three Fridays every month

In San Diego County, there are eight full service DMV's, and two that offer Commercial Driving Tests only.

<u>SAN DIEGO CLAIREMONT</u> 4375 DERRICK DR SAN DIEGO, CA 92117	<u>CHULA VISTA</u> 30 N. GLOVER AVE CHULA VISTA, CA 91910	<u>OCEANSIDE</u> 4005 PLAZA DR OCEANSIDE, CA 92056
<u>SAN YSIDRO</u> 6111 BUSINESS CENTER CT. SAN DIEGO, CA 92154	<u>EL CAJON</u> 1450 GRAVES AVE EL CAJON, CA 92021	<u>POWAY</u> 13461 COMMUNITY RD POWAY, CA 92064
<u>SPRING VALLEY</u> 1901 JAMACHA RD EL CAJON, CA 92109 <i>*Commercial Driving Tests Only</i>	<u>ESCONDIDO</u> 725 N ESCONDIDO BLVD ESCONDIDO, CA 92025	
<u>ESCONDIDO</u> 2869 PROGRESS PLACE ESCONDIDO, CA 92029 <i>*Commercial Driving Tests Only</i>	<u>SAN DIEGO</u> 3960 NORMAL ST SAN DIEGO, CA 92103	

BIRTH CERTIFICATE

What Is This And Why Do I Need It?

A birth certificate is an official record that documents the birth of a child.

Birth certificates are important documents used as a form of identification. Getting a passport, a social security card and some forms of employment require proof in the form of a birth certificate to show citizenship, age and place of birth. When a birth certificate becomes lost, stolen or destroyed, it's important to get a replacement birth certificate as soon as possible! Copied certificates are not considered legal identification unless they are issued by the Department of Vital Statistics.

How Do I Get It?

Only an authorized person (you and certain other persons, like a parent or legal guardian) can receive a certified copy of a birth certificate and if requesting the birth certificate by mail, the application must be notarized before it is sent. Notarization is done by a person called a Notary Public, who is legally authorized to verify your identity.

You can request your birth certificate in person, by mail, or by credit card requests.

If you were not born in San Diego County, please see "How Do I Get My Birth Certificate if I Was Not Born in the County of San Diego?" below.

Birth Certificates Requested in Person

Birth certificates may be purchased at one of the County of San Diego Recorder/Clerk offices as long as the birth occurred in the County of San Diego. You will be asked to complete a form and sign it in the presence of a County Clerk. You will need the following information:

- The full name as stated on the birth certificate.
- The mother's full MAIDEN name.
- The date of birth.

The cost of each birth certificate is \$17.00. Payment may be made with cash or by check/money order made payable to the San Diego Recorder/County Clerk. The fee for searching is non-refundable, if the record is not found.

You can get a certified copy at any of these County of San Diego Recorder/Clerk offices (*Se habla español*):

Main Office

County Administration Center
1600 Pacific Highway, Suite 260
San Diego, CA 92101
619-237-0502

El Cajon Branch Office

200 S. Magnolia Ave.
El Cajon, CA 92020
619-401-5700

San Marcos Branch Office

141 E. Carmel St.
San Marcos, CA 92078
760-940-6868

These offices are open Monday through Friday (8:00 a.m. to 4:00 p.m.)

You can also get a birth certificate by mail or by credit card request. To find out more, call one of the offices listed above.

How Do I Get My Birth Certificate If I Was Not Born In The County Of San Diego?

If you were born in another county in the state of California, contact the county's "Registrar of Vital Records" department where you were born. You can also contact the State of California Office of Vital Records in Sacramento:

Telephone: **916-445-2684**
California Relay: **711/1-800-735-2929**

If you were born outside the State of California, contact the state's "Registrar of Vital Records Office" in the state you were born for instructions. For a list of each state's Vital Records department, go online to <http://www.cdc.gov/nchs/w2w.htm>.

SOCIAL SECURITY NUMBER

What Is It And Why Do I Need It?

A Social Security Number (SSN) is a nine-digit number given to US citizens, permanent residents, and temporary working residents. Its primary purpose is to track individuals for tax purposes. A SSN is important because you need it to get a job, collect Social Security benefits and receive other government services. Many other businesses, such as banks and credit companies, also ask for your Social Security number as a way to identify you.

How Do I Get A SSN?

You qualify to get your social security card if you are a U.S Citizen or a non US citizen with correct US immigrant documents. To apply for a Social Security number and card, you need to fill out an Application For A Social Security Card (Form SS-5, which is included with this Toolkit) and get original documents or copies certified by the issuing agency that proves:

1. US citizenship or immigration status [including Department of Homeland Security (DHS) permission to work in the United States]
2. Age
3. Identity.

You'll need at least two separate documents, such as a certified copy of your birth certificate and a California ID card or Driver's License.

Then, take or mail your completed application and documents to your local Social Security office. Below is a list of the Social Security Administration offices located in the County of San Diego.

1333 FRONT STREET SAN DIEGO, CA 92101	2160 S EL CAMINO REAL OCEANSIDE, CA 92054	7961 UNIVERSITY AVE LA MESA, CA 91942
846 ARNELE AVE EL CAJON, CA 92020	2530 E PLAZA BOULEVARD NATIONAL CITY, CA 91950	8505 AERO DR SAN DIEGO, CA 92123
626 L STREET CHULA VISTA, CA 91911	367 VIA VERA CRUZ SAN MARCOS, CA 92078	

How Can I Get Help Applying For Social Security Disability (Payments To Help Me If I Am Disabled)?

Whether you want help representing yourself or someone to represent you, the Social Security Disability Help Center has all the resources you'll need to succeed. It offers help regarding SSI, SSDI and VA.

It's FREE Services:

Visit the Help Center and receive all the self help tools you'll need in representing yourself. It has applications, appeal documents, and an entire library of community resources available to help you succeed on your own. Call **(619) 282-1761** to set up an appointment to meet with an advocate today.

1. Disability Workshops
2. Video tutorials on self representation
3. Social Security Disability Applications
4. Appeals
5. Tips for Self Representation at a Hearing

Note to Service Providers: The Social Security Disability Help Center also offers FREE disability seminars for those who work with disabled individuals. If you'd like to learn more about SSI or SSDI, call **(619) 282-1761**!

QUICK TIP

You will need to have a mailing address; a physical residence or a P.O. Box to receive your card.



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SELF-ASSESSMENT

Here you will find worksheets that are about your personal health, current living situation, and work experience. The information that you write on these sheets can make it easier for you when you apply for jobs, housing, food assistance, training, or any other service. The worksheets cover information about any past sickness or treatments that you may have had, and any training and education that can be used when applying for jobs. The worksheets also can be torn out of the tool-kit and copied for multiple use.

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ABOUT ME: HEALTH, WELLNESS, AND SUFFICIENCY

BASIC INFORMATION

NAME(S): _____
CURRENT STREET ADDRESS: _____
CITY: _____ ZIP: _____
PHONE #s (CELL OR ALTERNATIVE): _____
LENGTH OF TIME AT PRESENT ADDRESS: _____

PERSONAL CONTACTS

NAME: _____ RELATION: _____
ADDRESS: _____ PHONE #: _____

NAME: _____ RELATION: _____
ADDRESS: _____ PHONE #: _____

DOCUMENTS TO OBTAIN

☐ BIRTH CERTIFICATE ☐ SS CARD ☐ LIBRARY CARD
☐ DRIVER'S LICENSE ☐ OTHER PHOTO ID

PERSONAL INFORMATION

DATE OF BIRTH: _____ PLACE OF BIRTH: _____
RACE: _____ MARITAL STATUS: _____
CHILDREN: ☐ YES ☐ NO IF YES (NAMES/ AGES): _____
CHILD SUPPORT: YES NO NEEDS CHILDCARE SERVICES: ☐ YES ☐ NO
CURRENT RESIDENCE OF CHILDREN: _____
WITH WHOM: _____

HAVE A PERMANENT RESIDENCE: ☐ YES ☐ NO

YOUR RESIDENCE FOR PAST YEAR:

☐ PARENT OR GUARDIAN'S HOME ☐ OTHER RELATIVE'S HOME ☐ INDEPENDENTLY
☐ TRANSITIONAL/ TREATMENT FACILITY ☐ HOMELESS SHELTER ☐ HOMELESS
☐ CORRECTIONAL FACILITY ☐ FRIEND'S HOME ☐ FOSTER HOME
☐ OTHER _____

SOURCE OF FINANCIAL SUPPORT:

Source: FairShake Reentry Resource Center (<http://www.fairshake.net>)

PHYSICAL & MENTAL HEALTH HISTORY

HEALTH INSURANCE: ☐YES ☐NO

SELF-HEALTH RATING: ☐POOR ☐FAIR ☐GOOD ☐EXCELLENT

EXPLANATION:

KNOWN HEALTH (MENTAL AND PHYSICAL) PROBLEMS AND/OR DISABILITIES:

CURRENTLY TAKING ANY PRESCRIPTION MEDICATIONS? ☐YES ☐NO IF YES, WHAT ARE THEY?

DATE LAST SEEN BY A DOCTOR:

EVER HOSPITALIZED: ☐YES ☐NO IF YES, FOR WHAT AND THE APPROXIMATE DATE:

DATE OF LAST EYE EXAM: _____

REQUIRE GLASSES TO READ, WORK, ETC.? ☐YES ☐NO

EMPLOYMENT HISTORY

EVER BEEN EMPLOYED?: ☐ YES ☐ NO

IF YES, LAST TWO POSITIONS HELD:

A. POSITION, DATES, SALARY, AND DUTIES:

B. POSITION, DATES, SALARY, AND DUTIES:

WORK-RELATED SKILLS:

FUTURE EMPLOYMENT GOALS:

ANY PROFESSIONAL REFERENCES (OTHER THAN FAMILY AND FRIENDS):

EDUCATIONAL HISTORY

HIGHEST SCHOOLING COMPLETED:

- | | |
|---|---|
| <input type="checkbox"/> NO SCHOOLING/ LESS THAN HS | <input type="checkbox"/> HS DIPLOMA/GED |
| <input type="checkbox"/> SOME COMMUNITY COLLEGE/ TRADE SCHOOL | <input type="checkbox"/> ASSOCIATE'S DEGREE |
| <input type="checkbox"/> SOME COLLEGE/ UNIVERSITY | <input type="checkbox"/> BACHELOR'S DEGREE |
| <input type="checkbox"/> SOME GRADUATE SCHOOL | <input type="checkbox"/> GRADUATE DEGREE |

NAME AND LOCATION OF LAST SCHOOL ATTENDED:

EVER RECEIVE SPECIAL EDUCATION SERVICES?: ☐ YES ☐ NO

EVER HAD AN INDIVIDUAL EDUCATIONAL PLAN (IEP)?: ☐ YES ☐ NO

EVER SUSPENDED FROM SCHOOL?: ☐ YES ☐ NO

EVER PLACED IN AN ALTERNATIVE SCHOOL?: ☐ YES ☐ NO EXPLAIN YES ANSWERS:

Source: FairShake Reentry Resource Center (<http://www.fairshake.net>)

NOTES

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